General Services Administration
Public Buildings Service
Office of the PBS Chief Information Officer

**GSA Schedule 70
Blanket Purchase Agreement**
for
Information Technology and Development Services

Statement of Work
and
Request for Quotes

January 25, 2012

Contents

Statement of Work

1.0   Introduction and Background

The Public Buildings Service (PBS) has the responsibility of supporting the General Services Administration's (GSA) Buildings, which includes 7,000-leased buildings and 1,900 Government-owned buildings. The PBS Chief Information Officer (CIO) manages information technology (IT) resources in the PBS and is the principal advisor to the PBS community regarding all IT issues that bridge technology to the agency's business strategies.

The PBS CIO:
- Manages the design, development, and implementation of all National PBS software applications, as well as, the relationships between the PBS CIO's office and the Central Office business lines, regional customers, and stakeholders.
- Ensures that the PBS strategy, for using state-of-the-art technology systems, aligns with current and future business strategy.
- Provides project management and technical support for the National Telecommunications Architecture.
- Leads initiatives to support PBS's business needs and its mission through the direction of IT investment planning and decision-making.
- Develops and maintains an IT strategic plan, which meets national and regional requirements, that ensures the office's activities support the GSA strategic IT business strategies and the Clinger-Cohen Act.
- Directs the development of the PBS CIO budget and capital IT plan and identifies the funding that supports ongoing IT resources.
- Presents the strategic IT direction and the major IT investments in support of the critical business processes to PBS senior executives. Serves as the Chairperson for the PBS IT review board and the principle advisor to the PBS Commissioner, PBS business lines, customer agencies, and other stakeholders for the use of new and emerging technology to support the changing business environment.

As PBS continues to improve services to its customers and increases its internal operational efficiency, the PBS CIO aims to continue supporting organizations in their efforts to help establish a continuous process improvement function, identify any IT investments that can better enable operational processes, and support strategic and operational project support. The PBS CIO is prepared to select and run critical initiatives that will set their organization on a path toward the future they began defining in previous years. The future requires the PBS CIO to address issues that require high technical and social complexity. Issues of this nature require an interpersonal level of engagement, or "soft sciences," in order to successfully achieve the transformation of a large government organization. Two key elements for PBS CIO's success shall be 1) the culture of the organization as they support the vision and 2) their intentional engagement with customers. In order to support these goals, the PBS CIO is requesting quotes to provide web based and IT support services.

Currently, GSA PBS holds two (2) Schedule 70 Blanket Purchase Agreements (BPA): one (1) for Ancillary Information Technology Services and one (1) for Web Development Services. With this Statement of Work (SOW)/ Request for Quotes (RFP), GSA PBS shall merge the two (2) existing BPAs into one (1) in order to increase efficiency and ease, which shall eliminate excess burdens on the Government. The current BPAs expire on September 30, 2012. The BPAs experienced a 50% usage rate for the five (5) year period of performance. The current BPA holders are:

Ancillary Information Technology Services BPA
QinetiQ North America, Inc.
Unisys Corporation
Comtech LLC

Web Development Services BPA
QinetiQ North America, Inc.
Unisys Corporation
Management Technology Inc.

Invitations to this Request for Quote (RFQ) shall be to current GSA Schedule 70 holders, SIN 132 51.

2.0   Scope of Work

The purpose of this Statement of Work (SOW) is to obtain Contractor support for IT and development services.

Though further defined in their corresponding Section 5, the categories of support include the following:
- Application Development and Maintenance Support, including Mobile and Cloud-Based Development (Sections 5.1.1, 5.1.2, and 5.1.3);
- Web Based Design, Development, Content Development, Content Management, Maintenance, and Usability (Section 5.1.4);
- Graphic Design Support (Section 5.1.4);
- Document and Video Conversion, Publishing, and Support (Section 5.1.5);
- Technical Training (section 5.1.6);
- Resource Center Support (Section 5.1.7);
- PBS Building and Energy Systems Program Support (Section 5.1.8);
- Enterprise Service Center (ESC) Support for PBS Applications (Section 5.1.9);
- Regional Infrastructure Center (RIC) Operation and Support for PBS Applications (Section 5.1.10);
- CAD, BIM, GIS, and SDM Support (Section 5.1.11);
- EDMS, Document Management, and Scanning (Section 5.1.12);
- Data Management and Solutions Architecture Support (Section 5.1.13);

- Technical Product Evaluation Support (Section 5.1.14);
- Technical Support and Maintenance for PBS National Telecommunications Architecture (Section 5.1.15); and
- PBS Application Support and National Application Helpdesk (Section 5.1.16).

This SOW shall cover the items listed above and other miscellaneous or support services not currently covered by the GSA infrastructure support contract, GSA IT Infrastructure Technology Global Operations (GITGO). The GSA/PBS headquarters in Washington D.C. and other PBS organizations within the eleven regions shall use these services.

To meet these objectives, PBS shall establish a firm fixed labor hour, GSA Schedule 70, Multiple Award, Blanket Purchase Agreement (BPA) to support the requirements within this SOW. The skills and functional requirements identified in the SOW shall define the breadth of labor categories needed to meet the needs of the PBS CIO. GSA anticipates awarding the BPA to up to six (6) Contractors, which we estimate shall be comprised of approximately three (3) large businesses and approximately three (3) small businesses. At a minimum, GSA will award to four (4) Contractors, comprising of approximately two (2) large businesses and approximately two (2) small businesses. For the life of the BPA, a BPA Holder's business size shall be based on the BPA Holder's small business size status, for NAICS 541519 - Other Computer Related Services, in the Central Contractor Registration (CCR) at the time of the BPA's establishment.

GSA will compete and issue BPA Calls for specific requirements once the BPA is established. BPA Calls issued against this BPA may come from other GSA organizations outside of the PBS, but it is expected to be primarily (approximately 85%) used by the PBS.

The estimated combined value of this BPA will not exceed a total of $30,000,000 annually for all BPA holders, with a maximum total combined value of $150,000,000 over 5 years. There shall be no minimum guarantee of work with this BPA.

Subcontracting plans shall be included in the quotes, as GSA desires small business participation. Contractors should provide their Schedule 70 labor categories, based on the BPA labor categories and descriptions in the SOW, along with fixed prices for each BPA year. Each large business, BPA holder shall document annually that at least 20% of the work issued through their prime BPA Calls from this BPA have small business utilization.

2.1   Required BPA Holder Skill Sets

There shall be required BPA Holder skill sets to successfully execution BPA Calls under this BPA. The skill list shall not reflective minimums, nor reflects an all-inclusive list of needed skills. Additional related, value-added skills are also expected. Skill sets shall encompass all skills needed to perform the labor category duties listed under Section 7.1. Specified skill sets will be further developed and detailed at the BPA Call level.

2.2   PBS Software Environment

Note that the items listed below can exist in multiple versions. It is up to the Government to delineate this within the scope of the specific BPA Call against this BPA. This list is not all-inclusive.

- Solaris AIX
- Windows Operating Systems
- Microsoft Office Professional
- MS Project
- Oracle DB
- Oracle Application Server
- Oracle Discoverer
- MS SQL Server DB
- Sybase
- Lotus Notes, Lotus Notes Mail, QuickPlace, SameTime (Will be phased out)
- ASP
- ASP.Net
- Java/J2EE
- AutoDesk (CAD)
- AutoCAD
- Documentum
- Captiva
- C Sharp
- Map Guide
- Business Objects
- Crystal Reports
- Documentum
- Actuate
- Graphisoft
- Bentley
- ESRI
- Cimmetry AutoVue
- McLaren
- Adobe Creative Suite

2.3   PBS Hardware Environment

2.3.1   Enterprise Hardware

SYSTEMS HARDWARE
- eGenera
- Sun M9000
- EMC DMX4

- EMC DMX EDL
- ADIC Scalar I2000
- Big IP- F5
- Sun v890
- Dell 2850
- Dell 2950
- Sun 6800
- Dell 2850 Checkpoint firewalls
- Proventia IDS 5108
- EMC Cisco Tape Encryption appliance
- Cast Iron Appliances
- F5 Wanjet
- LogRythm LXR2
- LMS 3000 Video Camera Controller
- VSX 7000E conference system
- Sun v440
- Cisco MDX 9000 fiber switches

ENVIRONMENTAL INFRASTRUCTURE
- Onsite Energy DDC-MTU1000KW Generator
- Custom Cutler Hammer Switch Gear
- Eaton PowerWare 9395 UPS
- Eaton Powerware 150KVA PDU
- MGE 150KVA PowerManagement PDU
- Liebert Deluxe System3 10 Ton CRAC Units
- Liebert DeluxeSystem3 6 Ton CRAC Unit

2.3.2   PBS Regional Hardware Environment

SYSTEMS HARDWARE
- Dell 2950
- Dell R710
- Dell T310
- NetApp 2050
- NetApp 2020
- NetApp 6080
- NetApp 3140
- Dell PowerConnect 5316M Switches
- DMP 4400G Cisco Digital Media Player
- APC UPS 1000/1500
- Imernet USB to IP devices

3.0   Place and Period of Performance

The BPA Holder(s) shall establish a performance schedule that describes the sequence of events needed to accomplish the requirements of specific BPA Calls. The BPA Holder(s) shall ensure the performance schedule portrays an integrated schedule plan to meet the milestones and delivery requirements of this BPA and resulting BPA Calls. The performance schedule shall identify the program's critical path. The performance schedule is to be constructed using a software tool compatible with standard scheduling software. The BPA Holder(s) shall submit the performance schedule at the post-award conference and an updated version monthly in program status reviews.

The BPA will be established for a duration of five (5) years. The anticipated period of performance shall be April 2, 2012 to April 1, 2017. As per FAR 8.405-3(d)(3), Contractor(s) may be awarded the BPA even if the BPA extends beyond the Contractor(s)'s current term of their GSA Schedule Contract, so long as there are option periods in the Contractor(s)'s GSA Schedule Contract that, if exercised, will cover this BPA's total period of performance. BPAs will be reviewed per FAR 8.405-3(e) each year.

If the awarded BPA Holder(s) is not an incumbent to the previous BPAs, a Phase-In Process shall commence prior to beginning of the BPA Calls period of performance. The Phase-In Process shall be limited to September 15, 2012 to September 30, 2012, or as specified through the following BPA Calls.

Work shall be primarily performed in the Washington, D.C. Metro area, and in GSA Regional Offices. Core hours are generally 7:30 a.m. through 4:00 p.m., Monday through Friday. Contractor personnel is expected to conform to customer Agency normal operating hours. Government space may be assigned for this support.   The hours, exact location, and assignment of government space shall be identified in each individual BPA Call; however, unless explicitly stated in the BPA Call, telework shall not be supported. Contractor meetings shall be conducted at the GSA Central Office, Washington, D.C. and other work sites in the Metro area.

4.0   Phase-In/ Phase-Out

The Phase-In/Phase-Out process is defined as a smooth transition from one Contractor to another, in order to maintain the program's integrity required under this and previous agreements.

The BPA Holder(s) shall take all actions necessary to achieve a successful transition from the incumbent BPA Holder(s)/GSA Staff and to the follow-on BPA Holder(s)/GSA Staff.

4.1   Phase-In

The BPA Holder(s) shall follow the Government approved phase-in transition plan. BPA Holder(s) shall expect to attend an orientation session at or before the start of the BPA. This session may be virtual or at a central location.

Though the BPA's anticipated period of performance begins on April 2, 2012, no BPA Call shall commence prior to October 1, 2012, though some BPA Calls may require a Phase-In Process. The Phase-In Process shall be limited to September 15, 2012 to September 30, 2012, or as specified through the following BPA Calls.

4.2   Phase-Out

The BPA Holder(s) shall maintain fully compliant during the period of time leading up to the BPA's expiration or termination. The BPA Holder(s) shall submit to the Government a phase-out plan sixty (60) calendar days before the BPA's completion or termination. The phase-out plan shall address not less than the following.

- Procedures for retaining the staffing levels necessary to maintain required BPA or BPA Call services through the day of the BPA's expiration or termination.
- Procedure and responsibilities for performing physical inventory and reconciliation of Government Furnished Equipment (GFE) and Government Furnished Information (GFI).
- Procedure and responsibility for reconciling and certifying material and equipment on-hand levels and accuracy.

The BPA Holder(s) shall coordinate its phase-out activities with the incoming BPA Holder(s) to effect a smooth and orderly transition at the end of the BPA's period of performance. The BPA Holder(s) shall provide on-the-job training for the incoming Contractor personnel, as needed by the in-coming BPA Holder(s), except for IT training which shall be provided by the Government. The BPA Holder(s) shall remove all Contractor-owned property from the Government spaces or facilities by close of business on the last day of the BPA.

5.0   Detailed Task Requirements

5.1   Application Development, Operations, and Maintenance Support-including Cloud-Based Development

The purpose of applications maintenance, development, and operations support is to ensure the continued efficient development, operation, and maintenance of GSA business and administrative applications.

All application development shall be formally documented. Operation and maintenance procedures shall likewise be documented. Documentation expectations should include but are not limited to:

- Functional Requirements;
- Technical Requirements;
- On-Line Help;

- Interface;
- System Administration Plan and Operations;
- Technical Implementation Plans;
- Cost/Benefit Analysis Reports;
- Technical Point Papers;
- Business Cases;
- Installation/Configuration Instructions;
- Systems Specifications;
- User Manuals;
- Computer Operations Manuals;
- Detailed Functional Descriptions;
- Detailed Design;
- Database Schema;
- Data Dictionary;
- Taxonomy;
- Installation Instructions;
- Disaster Recovery Plans; and
- Security Plans.

Documentation shall be delivered in hard copy and/or electronic form (GSA current standards include both Microsoft Word 2007 and Excel 2007), as specified through individual BPA Calls, with every major application release or procedural change.

Documentation that has changed shall be delivered in both hard copy and/or electronic form (GSA standards include both Microsoft Word 2007 and Excel 2007), as specified through individual BPA Calls, with every emergency and minor release.

User Manuals for an application shall be written with clarity that enables a brand-new user, without a programming or computer background, to understand the details contained therein.

All the details necessary for troubleshooting, facilitation of accurate and complete input, and maintenance of the application shall be included in the documentation.

The details regarding tasks such as edit checks, referential integrity checks, input validation, and business rules shall be captured in the documentation.

As a rule, the details of the application's inner workings, design, and any/all business rules as implemented are to be clearly stated in the documentation.

Redundancy is expected, not rejected, in documentation of an application.

On-Line Help is expected to reflect, in plain English, the complete details of the operation of the application. On-Line Help should, at all times, reflect and apply to the current release, and facilitate use of the application. A brand-new user of the On-Line

Help should be able to determine what to do with, for example, every field within a transaction without asking another human being, nor referring to the User Manual.

Documentation and On-Line Help are expected to reflect the application as implemented. As changes occur, and solutions are determined and implemented, the documentation and On-Line Help will change.

5.1.1   Database Development and Maintenance

The BPA Holder(s) shall develop database applications that support GSA business requirements and operate within GSA's infrastructure specifications. Any commercial database packages utilized to develop these diverse data sets shall comply with GSA standard software. The BPA Holder(s) shall develop normalized data sets, apply maintenance of data sets (for creation, change, or deletion of records), and provide the necessary interfaces to link these data sets into an Internet capable environment. The BPA Holder(s) may use "middleware" commercial packages to integrate data sets for the purposes of collecting data, integrating with web pages, or providing data set files or services.

Datasets created, utilizing this BPA, shall be hosted on Project Office (PO) database servers. The BPA Holder(s) shall be required to notify the Government for all requirements, which exceed the database hosting capability of a PO database server.

For any work that is established under this BPA, the Government will identify the functional data, subsistence of any existing data sets and taxonomies, and commercial data base software to be utilized. However, the Government may require the BPA Holder to recommend the best solution within the framework of the GSA standard software suite.

5.1.2   Custom Application Development and Support

The BPA Holder(s) shall develop customized applications utilizing the computer languages identified in section 2.2 of this document or other computer languages (as necessary). The Government is actively moving towards mobile and cross-browser enablement of existing applications. The BPA Holder(s) shall have experience with mobile application development and mobile security, utilizing industry standard protocols and practices. The mobile applications shall support multiple mobile OS platforms including Windows, Android, and Apple. The BPA Holder(s) shall also be tasked with migrating applications to different platforms, using GSA standard databases (e.g., MS Access to MS SQL Server, Oracle, or Cloud Platform). These applications are envisioned to provide additional functionality to features, content, and information provided by the Government Program Manager (PM).

The Government will outline the requirements for a custom application development. The BPA Holder(s) shall develop a work plan and a methodology for the development of requirement, propose a programming language(s) platform, and means to present draft and final presentations of application functionality to the Government for application approval and use. System security updates, test plans and results, database schema, data dictionary modifications, interface design document, and a functional design document are required with each release of new software and with any major modifications.

Although an alternative contract vehicle, the GSA CIO's GITGO Contract, provides general infrastructure support the BPA Holder(s) shall provide database administration expertise in connection with the applications they develop and support. This includes, but is not limited to, database architecture design and implementation, data set normalization, troubleshooting data and structure issues, data recovery, building indexes, load balancing, backup and restore services, database and application tuning, and assisting with the infrastructure DBAs as needed as an expert. Ensure reliable reorganization, archive, and data backups are performed for all database/web application servers. Backup procedures shall include periodic Quality Assurance (QA) testing of data restore capabilities. Maintain data integrity and develop secure data backup process coordinating off-site data storage with Infrastructure Team. Provide SQL scripts and/or Access reports/queries on national application data utilizing ODBC connections/or other applicable means. Current database standards are MS Access (desktop), MS SQL Server, and Oracle (enterprise). Additional database platforms may be required to support cloud application development.

5.1.3   Application Operations and Maintenance Support

The types of application operation support and maintenance required shall encompass all internal microcomputer based systems and LANs necessary to accomplish GSA missions. There are three basic types under the terms of this BPA.

5.1.3.1 Operations and Maintenance of Systems (O&M)

This includes all systems in use and/or developed during the life of this BPA. O&M tasks, as specified through individual BPA Calls, may include but are not limited to, the following.

- Analyze microcomputer and LAN application problems and adjust program routines in those applications.
- Modify applications to eliminate operational errors ("bugs") and/or enhance system performance.
- Run tests to:
  - Identify errors in application operations;
  - Periodically check major program applications for errors; and

- o Verify the proper operation of applications that have been modified to correct operational problems.
- Write or modify submit/batch program files to improve the efficiency of the application or system.
- Coordinate the correction of equipment and software problems.
  - o Apply application server and database application patches on a recurring basis.
  - o Certify compatibility with existing applications in their operational environment prior to having them to the production environment by the PBS Infrastructure Team.
  - o Oracle security patches shall be reviewed for applicability as they are released and updated as needed.
- Ensure compliance with Oracle, Microsoft, PBS software licensing agreements, and GSA Enterprise Architecture (EA) standards.

5.1.3.2 Enhancements

Enhancement tasks, as specified through individual BPA Calls, may include but are not limited to, the following.

- Develop functional test plans in concert with new development, along with a basic test that produces a high-level application functional overview for testing security patches and provides a general regression test.
- Study existing system operations, documentation, input/output data, reports, maintenance records, and any other system related documentation and technical or performance commentary.
- Determine/analyze any additional or new user requirements.
- Document recommendations for new software requirements and system specifications.
- Develop new systems or implement application enhancements.
- Develop technical specifications for new applications and system enhancements.
- Test new system or application/system enhancements.
- Document all new systems or application changes and/or enhancements.
- Develop technical approach recommendations.
- Develop a project plan including milestones for technical enhancements or new applications.
- Coordinate all new applications development or enhancement project tasks and requirements.
- Review new application development or enhancement project deliverables and develop recommendations for acceptance, revision, or rejection.
- Perform quality assurance and system acceptance testing.

- Upgrade resulting from changes to the hardware and software platforms standard to GSA, as needed.
- Conduct presentations to management on new systems or application enhancements.
- Analyze any existing information, make recommendations, and conduct data cleanup as necessary.
- Use a rapid, repetitive development process in a joint team environment with GSA to review visual design, demonstrate capabilities, review progress, and gain acceptance of the product through its development cycle. The development cycle shall support the normal life cycle functions to include analysis, design, coding, testing, and debugging.
- Upon delivery of a release to the Government for testing, the BPA Holder(s) shall support the installation of the release into the testing environment, including but not limited to, refreshing the testing environment with data from the production environment, stripped of all Privacy Act information if necessary.
- Provide maintenance support for any problems that shall arise within the first month after installation in the testing environment.
- Upon acceptance of a release, the BPA Holder(s) shall support the installation of the release into the production environment.
- Provide maintenance support for any problems that shall arise within the first month after installation in the production environment.
- Prepare and conduct user training for all new systems developed or system enhancements.
- Prepare ad-hoc reports pulling from existing databases or creating new reports within applications.

5.1.3.3 Production Control

Production control includes all systems in use and/or developed during the life of this BPA. Production control tasks are those tasks relating to the generation and integrity of input data and output data/information and shall be specified through individual BPA Calls. Projects of this type may include, but are not limited to, the following.

- Receive, verify, and process data. Data input, for user instruction/demonstration only, shall also be included as part of this BPA.
- Track all data and control input data file naming conventions.
- Identify and process data for test edits, final edits, data updates, and/or data migration.
- Execute, monitor execution (to minimize problems), and conclude production runs.
- Process standard reports.

- Ensure proper distribution and filing of system output.
- Ensure that all required data is properly backed up.
- Transfer all closed or low demand data files from on-line storage to off-line storage.
- Purge all obsolete and unnecessary data files from on-line and/or off-line storage, subject to official agency records retention schedules.
- Provide Database Management, application maintenance and upgrade support for regional Commercial-off-the-Shelf (COTS) Computerized Maintenance Management System (CMMS) Building Facilities Management Application.
- Provide configuration management support and change control management; as well as, requirements gathering and use case analysis using COTS and/or custom-developed tools.

5.1.4 Web Based Design, Development, Content Development, Content Management, Maintenance, and Usability and Graphic Design Support

The BPA Holder(s) shall develop or be provided various documents that, exist in a variety of text and graphical formats, and convert them into appropriate hypertext and graphic format suitable for publishing on the Internet and intranet sites. Conversion of documents could include, but is not limited to Microsoft Office products (such as PowerPoint slides, Word documents, and Excel spreadsheets), Adobe Photoshop and Illustrator documents, HTML, SHMTL, XML, .tif, .bmp, .pdf, .jpg, and other text/graphic presentation formats. The BPA Holder(s) shall develop the necessary features and navigation aspects for topic presentation.

The BPA Holder(s) shall be required to engage in user-centered design employing usability and user experience (UX) techniques such as personas, task analysis, card sorts, analysis of search and website metrics, wireframes, and recorded usability tests. The BPA Holder(s) shall be expected to develop and maintain documentation of design decisions. The BPA Holder(s) shall be required to develop, configure, analyze, and present reports on web site use and search engine metrics utilizing tools such as Analog, Webtrends, Google Analytics, and Crazyegg. The BPA Holder(s) shall be required to configure and maintain search engine software or appliances.

The BPA Holder(s) shall maintain and support Intranet, Internet, and Extranet web sites, as needed, in the deployment of web-based graphics, video, and content. This includes CMS-based sites, IIS, and Apache web servers, Sharepoint, and Google websites. All website content shall be developed and deployed using GSA standard tools and formats.

The BPA Holder(s) shall develop web-capable graphics, video, and text content; as well as, graphics suitable for a variety of print media, including both raster and

vector graphics. To perform these tasks, the BPA Holder(s) shall be required to use graphics packages, such as Adobe Creative Suite, PowerPoint, and others as they become available.

The BPA Holder(s) shall be required to develop products, such as logos, brochures, flyers, newsletters, posters, signs, and custom presentations. The BPA Holder(s) shall consult with customers for the purpose of determining the scope and size of the project, and further defining the customer's requirements. Graphics shall be developed and deployed using GSA standard tools and formats. The BPA Holder(s) shall ensure that all content developed for electronic media are appropriately formatted and sized for the target media, which shall include mobile devices. All graphics deployed electronically shall be optimized to a reasonable scale for fast loading in regards to access by the target audience. All web graphics deployed via electronic media shall be 508 compliant.

The BPA Holder(s) shall be required to provide sample content of their work in response to individual BPA Calls under this BPA.

5.1.5   Document and Video Conversion, Publishing, and Support

The BPA Holder(s) shall support audio/visual (A/V) equipment, including initiating presentations, audio and video support at conferences, preparation of materials, and managing the A/V equipment in meetings as needed. A/V equipment support covers a variety of presentation strategies, hardware, and software to include, but not limited to, webinars, teleconferencing, videoconferencing, projectors, white-boards, and audio mixing boards. The BPA Holder(s) shall ensure that conference participants are familiar with the operation of the equipment and/or shall support the equipment during the conference.

BPA Holder(s) shall need the skills to take and render photograph and video to be used in special presentations and for web content, including the incorporation of closed captioning. Use of digital photography and Adobe Creative Suite is required. BPA Holder(s) shall be required to produce and edit video. In addition, the BPA Holder(s) should be familiar with conversion of digital media into alternative formats to be used in a variety of display strategies, such as web, video, Kiosk, print, and presentation materials. Materials shall be distributed as hard copies or electronically on CD, DVD, and video. All video and multimedia products shall be 508 compliant.

The BPA Holder(s) shall convert text and graphical documents into HTML, SHMTL, XML, and other formats; and develop the necessary feature and navigation aspects for topic presentation. If specified in the BPA Call, documents that are larger than five pages shall be presented utilizing a standard table of contents menu with applicable navigation and topic capability.

5.1.6   Technical Training

The BPA Holder(s) shall be required to provide training on a variety of areas, including, but not limited to, software (COTS and Government-off-the-Shelf (GOTS)), application usage, best practices, and related topics. Training shall be provided at the BPA Holder(s)'s site or at agreed upon GSA location(s). Presentation of training can take the form of formally structured classroom presentation, ad-hoc training, on-demand webcast training to a number of users in a workplace setting, short instructional videos, include one-on-one desk-side training, or other forms as specified by the individual BPA Call.

The BPA Holder(s) shall be required to establish a curriculum and provide any required commercial training tools needed and, on an as needed basis, develop teaching materials in order to convey technical content to users. Examples of the types of training include, but are not limited to, IT security training, Smartphone or tablet usage, GSA's Continuity of Operations Plan (COOP) related training (e.g. remote access, saving files to thumb drives for emergency access), CAD/ Computer Integrated Facilities Manager (CIFM), Documentum, Captiva, and application specific training for major PBS systems. The BPA Holder(s) shall be required to maintain a library of training materials including custom-developed documentation and commercially available books, videos, and CBTs.

The BPA Holder(s) shall troubleshoot and provide customers with knowledgeable "how to" assistance, which required a thorough understanding of applications and the supported business process. This may require communication with application database/development teams. The BPA Holder(s) shall also provide user assistance for national applications and/or referral to appropriate level for handling.

5.1.7   Resource Center Support

5.1.7.1 Desk-Side Training

As specified by the Government, the BPA Holder(s) shall provide desk-side training in the form of client awareness briefings and informal single user sessions on current and future IT products.

The BPA Holder(s) shall conduct desk-side training on GSA standard equipment with printing capability. The BPA Holder(s) shall provide desk-side training at GSA, PBS Central Office, 1800 F Street, NW, Washington, DC 20405 or at other sites as specified by the Government. The PBS CIO Training Room has fourteen workstations, plus a Facilitator workstation, running Window's XP, Microsoft Office Suite, and Internet access.

Desk-side training sessions shall be for partial or full days, and tasks shall include accessing and configuring the application, printing, copying data to electronic media, merging data with another application, and entering, manipulating, or inserting new data.

The BPA Holder(s) shall conduct client awareness briefings that shall include sessions for senior executives, IT councils, technical staff, general users, and project managers. The BPA Holder(s) shall also be required to conduct briefings on PBS-specific methodologies and procedures.

5.1.7.2 User Assistance

The BPA Holder(s) shall provide technically skilled staff who shall assist the PBS staff in the use of software and hardware, prepare briefing and presentation materials, and answer general IT questions. The BPA Holder(s) shall enhance presentations through the addition of graphics, video, and sound. The Customer Resource Center (CRC) at GSA, PBS Central Office shall be the onsite interface with the PBS Central Office community for the purpose of coordinating deliveries, sharing information, coordinating schedules, and setting up conference calls and meetings.

In the performance of such tasks, the BPA Holder(s) shall be required to use graphics packages such as the Corel suite, Adobe suite, Photo Shop, PowerPoint, and others as they become available.

Using desktop publishing, the BPA Holder shall develop products, such as logos, brochures, flyers, newsletters, and custom presentations. The BPA Holder(s) shall consult with customers for the purpose of determining the scope and size of the project and to further define the customer's requirements.

5.1.7.3 Equipment and Library Maintenance

The BPA Holder(s) shall maintain the CRC's library of Government-owned video, audio tapes, and written materials. Books and videos are maintained for a variety of applications such as Microsoft Word, PowerPoint, Excel, Access, Windows NT, Windows 2000, and the Internet. The BPA Holder(s) shall provide projectors that can be used in conjunction with a laptop for presentations. The BPA Holder(s) shall also provide the technical support for the equipment used for special presentations. The BPA Holder(s) shall assemble, monitor, and disassemble the equipment.

5.1.8 PBS Building and Energy Systems Program Support

The BPA Holder(s) shall provide expertise and support for the PBS Building and Energy Systems Program, in conjunction with, the overall mission and goals of the PBS CIO, GSA OCIO, and Facilities Management, particularly the Smart Buildings program. The BPA Holder(s) shall play a critical role in the day-to-day activities of implementation and production level support for building monitoring and control systems.

The BPA Holder(s) shall provide IT expertise, particularly in the areas related to networking and some server application support. The BPA Holder(s) shall tightly align themselves with the current projects in the regions to gather the necessary project requirements, while at the same time, advocating, and executing the PBS CIO's policies and processes. The BPA Holder(s) shall fill the support requirements and coordinate the efforts of the different technology support services in PBS CIO and GSA OCIO with the building managers and regional support staff.

The BPA Holder(s) shall perform a variety of IT liaison responsibilities between equipment specialists, design and construction project managers, service center property managers, and the PBS CIO and OCIO teams.   BPA Holder(s) shall be responsible for oversight, management, and analysis of specified aspects of the GSA's building IT systems and devices. In this capacity, the BPA Holder(s) operate as the key program contact for Building Monitor and Control (BMC) systems deployed in new building construction and improvement projects. The BPA Holder(s) is responsible for developing, adapting, and implementing IT procedures and program guidance related to BMC projects within PBS properties.

Recurring activities include, but are not limited to:
- Working closely with regional Building Automation Systems (BAS) specialists and IT specialists.
- Keeping up with current nationwide GSA Building Systems (such as HVAC, Lighting, Advanced Metering, and CCTV) and energy management policies, programs, and directions applicable to the operation and maintenance of Federal buildings and leased space.
- Adhering to the established PBS CIO and OCIO national policies for building systems, devices, GSA network topologies, and to the established regional energy policies and procedures in response to program changes and operational experience.
- Working collaboratively with others in the region to ensure building systems are designed and deployed effectively in meeting tenant requirements and the national targets of Executive Order 12902 Energy Efficiency and Water Conservation in Federal Facilities, for a 30% reduction in energy-usage.

- Operating as a key program specialist integrating building management operational and program knowledge with converged networks, building systems, tools and technologies to enhance and improve program operations and efficiencies.

The primary skill sets required to fulfill these duties are IT network, server, and project management related. Any experience with building automation and metering systems is considered a benefit. The selected BPA Holder(s) shall need an ability and willingness to work with and learn about these devices. BPA Holder(s) shall cooperate with PBS program managers and building automation vendors to meet the requirements specified in individual BPA Calls.

5.1.9   Enterprise Service Center (ESC) Support for PBS Applications

Basic operations support is to provide GSA offices with the technical resources to work with and understand the system administration support. The BPA Holder(s) shall be capable of using IT systems for simple program and administrative support without having to train an in-house staff member. Basic operations include the tasks required to start up the system, solve system problems including problems with peripheral devices, and maintain operations and system documentation. BPA Holder(s) shall coordinate and cooperate with the GSA Contractors responsible for system and LAN administration but actual administration is not required under this BPA except in the data centers.

The purpose of technical services support is to provide GSA offices with broad technical IT system capabilities to allow them to efficiently manage the systems in support of the effective execution of their program goals. The services are intended as an extension of the basic operations support services covered by the GSA GITGO contract.

The basic operations and technical services support shall include, but not be limited to, the following tasks, as specified in individual BPA Calls.

- Review all available equipment, software, and Government Furnished Information (GFI) to become familiar with the requirements and potential requirements of the program operation. This shall include terms and conditions of applicable contracts with hardware, software, and maintenance providers.
- Interview all necessary personnel and gather all other necessary information and materials to analyze the specific task to be completed.
- Initiate and coordinate the resolution of hardware and/or software trouble calls.
- Provide database back-ups and restorations (ensuring that volume structure is not violated through hardware failure).

- Provide periodic checks for system hardware efficiency and effectiveness. Provide detailed recommendations for system changes to improve the operation, as required.
- Perform communications environment checks for proper communications devices, interfaces, physical connections, and protocols for successful telecommunications under specified circumstances.
- Establish and maintain system security including, assignment and periodic changes of user IDs and passwords, system, directory, volume, and file protection, system and data integrity checks, and electronic signature field security.
- Provide application administration including changing/adding/deleting users, assigning user roles and privileges, setting up mail lists, and restoring archives.
- Assist in any cleanup and/or recovery necessary due to a virus.
- Provide proper implementation and oversight of Database/Web audits and trouble logs and take appropriate actions as required.
- Provide assistance to users developing small ad-hoc programs using off-the-shelf software application programs.
- Provide technical advice to GSA/PBS personnel regarding IT data conversion, data control, equipment operations, data storage, software applications, and the purchase of new equipment and configuration of new systems.
- Provide desk side training and basic instructions for software applications and electronic mail.
- Post changes to in-house sets of documentation for hardware, software, security, and communications.
- Technical Documentation (including System Specifications, Database design documentation, Functional and Technical Requirements, User Manuals, Training Manuals, Operational Manuals and procedures, Backup and Recovery Procedures)
- Identify supplies needed for proper system operation.
- Maintain hardware and software inventory records.
- Desktop publishing services and support as required using GSA standard desktop publishing software.

In addition, the BPA Holder(s) shall be required to support and enhance the existing GSA Continuity of Operations Plan (COOP), including ensuring that the COOP teams have the software, training, and accessories necessary to stage a reliable response to a COOP event. The BPA Holder(s) shall provide emergency software development support as required for COOP / Disaster Support.

5.1.10 Regional Operations and Support for PBS Application and Building Automation Systems

The BPA Holder(s) shall provide operations, maintenance, and support for all PBS regional servers and application systems. The BPA Holder(s) shall offer

support for PBS regional Building Automation Systems (BAS) and metering systems. Examples of support services include, but are not limited to:

- Virtualization Technology;
- Hardware Support;
- Operating System Support;
- Database Management;
- Server Patching;
- System Monitoring;
- System Backups; and
- Continuity of Operations Planning (COOP).

BPA Holder(s) shall develop IT solutions for PBS Regional Points Of Contacts (POCs) and building managers to ensure any solution adheres to GSA IT Standards. BPA Holder(s) shall also take an active part in BAS and metering implementation by working with the vendor to aide them in getting the server/application connected to the GSA Network and on a Government Furnished Equipment (GFE). The BPA Holder(s) shall work as the liaison between the building manager, vendors, and GSA IT support groups to ensure the system gets online in an efficient and accurate manner.

Duties shall include:
- Hardware Support (Dell Servers, NetApp Storage) - Procure, maintain, and monitor all Hardware components
- Operating System Support (Windows Server 2003/2008) - Install, maintain, administer, and troubleshoot all Operating Systems and its components
- Database Management (SQL, Oracle, Domino, MySQL) - Install, maintain, administer, and troubleshoot all Database Systems and its components
- Server and database security hardening - Provide Security compliance in all areas of Operations - Infrastructure, OS, Database, Applications
- Patching - Regular and out-of-band patching of Operating systems and Database Systems.
- Monitoring - Monitor availability and performance of OS, Databases, and Applications
- Backups - Create and manage backups for all PBS Regional Applications
- COOP - Design, implement, and test COOP solutions for all PBS Regional Applications
- Virtualization Technology - Provide expertise and implement new virtualization strategies
- GSS FISMA compliance - Provide security compliance in all areas of Operations - Infrastructure, OS, Database, and Applications
- Continuous monitoring in compliance with GSA IT Security policy - Provide security compliance in all areas of Operations - Infrastructure, OS, Database, and Applications

- Web Server Support (IIS and Apache) - Install, maintain, administer, and troubleshoot all Web Servers and its components
- Application troubleshooting - Support Regional Application developers with regional applications issues not related to core responsibilities
- Application troubleshooting - Support Operations and Maintenance Contractors with BAS issues relating to installation and/or configuration of software/hardware/network

5.1.11 CAD, BIM, GIS, and SDM Support

The BPA Holder(s) shall provide customized CAD, Building Information Modeling (BIM), Graphical Information Systems (GIS), Computer Integrated Facilities Management (CIFM), Electronic Document Management Systems (EDMS), Spatial Data Management (SDM), and Content Management development/support. The BPA Holder(s) shall utilize the COTS and technologies identified in section 2.2 of this document or other computer software, if specified in an individual BPA Call, but in compliance with GSA standards. PBS often links components of these applications into our Computer Integrated Facilities Management (CIFM) Program. This development/support shall include augmenting features, content, and functionality in existing systems, as specified in individual BPA Calls and the Government PM.

The BPA Holder(s) shall be required to support PBS's CAD Program; including the use of AutoDesk CAD products and management of the drawings in our custom applications that provide Electronic Document Management Systems (EDMS) services for these drawings. The BPA Holder(s) shall maintain and support the CAD EDMS which includes completing document requests (drawings), reviewing AutoCad submissions for BPA and GSA standards' compliance, and cataloging/sorting/organizing/locating CAD drawings, raster drawings, and data in the EDMS (currently Documentum). The BPA Holder(s) shall ensure that CAD drawings conform to the PBS CIFM naming conventions, are entered into the EDMS, and are checked for EDMS database accuracy.

Software support shall be required for Building Information Modeling (BIM) Programs to include but not limited to Revit, Success Estimator, Teamwork, and/or custom developed solutions. The BPA Holder(s) shall enhance, deploy, and support CAD and BIM applications integral to the GSA environment. There shall be a variety of commercial CAD and BIM packages utilized to develop these applications; however, they shall all comply with International, National, and Federal standards for development and interoperability (including, but not limited to OSCAR, ANSI/BOMA, and the GSA Space Assignment Guide). Applications and all application support tiers i.e. database/application/web servers shall be hosted on Government supported servers unless otherwise stated in the specific BPA Calls.

PBS uses the library of CAD drawings as a source for our Spatial Data Management (SDM) Program. A critical component of SDM is accurate measurement and validation of the space in our building inventory. The results of our SDM efforts have been deployed into a CIFM and have sometimes been deployed into Graphical Information Systems (GIS). The BPA Holder(s) shall support the PBS SDM Program and our CIFM and GIS efforts as needed.

In addition, the BPA Holder(s) shall develop CIFM and GIS applications integral to the GSA environment. There shall be a variety of commercial CIFM and GIS packages utilized to develop these applications; however, they shall all comply with International, National, and Federal standards for development and interoperability. The BPA Holder(s) shall also provide support in integrating these systems and other GSA applications including regional Computerized Maintenance Management Systems (CMMS) that are used to manage maintenance for the GSA owned and leased inventory of buildings. Other integrations shall include, but are not limited to, our national applications that support the PBS inventory and our financial systems.

5.1.12 EDMS, Document Management, and Scanning

The PBS Electronic Document Management Systems (EDMS) employs hybrid Documentum architecture using virtual servers. It consists of a single docbase, PBS EDMS with Branch Office Caching Services (BOCS). The docbase is composed of an Oracle RDBMS instance, set of two J2EE app servers, Documentum Content Servers, and full text indexing server. The chosen operating system for the servers is Red Hat Linux. Captiva InputAccel servers are located at multiple sites to support distributed scanning. The BPA Holder(s) shall be required to provide services related to system design, installation, user interface design, configuration, customization, testing, implementation, backup, maintenance, replication, system administration, end user support, and all other activities associated with the administration of Enterprise Document Management (EDM) and workflow solutions. Document management solutions shall be consistent with PBS taxonomies, retention requirements, and business rules.

BPA Holder(s)'s tasks shall be defined through individual BPA Calls but shall include:
- System administration and maintenance (database content, web application, content replication and backup, and hardware and software maintenance);
- Configuration and customization;
- User support and training;
- Bulk importing and electronic content migration, including completion of metadata content;
- Updates to application and production environment documentation (system inventory, system architecture plan, system design document, maintenance manual, operations manual, implementation plan, contingency plan, and security plan);

- o In some cases, these documents may not currently exist and may need to be created based on supporting documentation, interviews, transition activities, and discovery.
- Workflow development including requirements gathering, workflow development, user interface design, testing, documentation, and user aids;
- Document capture (scanning) solutions including scan server administration, process development, data capture, and maintenance;
- System integration including interfaces for storage and access to documents stored in EDMS consistent with taxonomies and access rules of both systems;
- Integration of EDMS with a web-based viewer for CAD drawings;
- External access to provide access to documents identified as allowing access by external users;
- Project Management including quality assurance, change management, and testing; and
- Provide expert advice on use and capabilities of EMC Documentum and related products.

The BPA Holder(s) shall develop and document interfaces for storage and retrieval between the Documentum content repository and other PBS applications. This shall include email and collaboration software as well as business line applications. The BPA Holder(s) shall be required to integrate Documentum with GSA cloud platforms including Google Applications, Salesforce.com (Force.com), and DocuSign. The BPA Holder(s) shall architect file storage and security so as to promote the reuse of documents among multiple applications, platforms, and front-end tools.

When specified in individual BPA Calls, the BPA Holder(s) shall design and deploy EDMS implementations for Regions or other GSA organizations. The BPA Holder(s) shall ensure coordination with the enterprise EDMS program manager and compatibility with the existing infrastructure including hardware, software, taxonomies, object models and scanning programs.

PBS uses EMC Captiva software for EDMS scanning. The BPA Holder(s) shall provide document capture expertise including expert advice to document owners on preparing documents for scanning and on specifying scanning parameters. Identify attributes, which shall be provided at scan time to support identification and accurate filing of scanned documents in the repository. The BPA Holder(s) shall also be required to manifest paper documents to be scanned that maintain accountability and clear chain of custody; develop, test, implement, and maintain EMC Captiva InputAccel and eInput scanning processes tailored to PBS custom document types and attributes; troubleshoot document capture issues; and provide local technical support and advice related to Captiva software products and their use.

The BPA Holder(s) shall develop scanning solutions; install upgrades, patches, and ensure the system meets all security requirements; configure and maintain scanning modules; maintain necessary coordination, including access controls, between scan servers and processes and the Documentum content server for successful operation of scan processes; and develop and enhance scanning processes including data capture from scanned documents. The BPA Holder(s) shall be responsible for coordination between any scanning vendors and the Government, to ensure hard-copy documents are imported properly.

5.1.13 Data Management and Solutions Architect Support

The BPA Holder(s) shall provide database design expertise to bridge application specific and database enterprise architecture tasks, as well as, support the ongoing operations of those systems.

The BPA Holder(s) shall provide Enterprise Architects (EA) to provide the following enterprise architecture support:

- Identify the future state of PBS's IT organization;
- Engage in multiple ongoing and proposed initiatives and other engagements ;
- Provide an Analysis of Alternatives to the IT Governance Solutions Team;
- Support the Enterprise Architects with developing and enforcing architectural standards;
- Work with developer Contractors and review the regional applications; and
- Support prototyping / piloting solutions in the CIO environment.

The BPA Holder(s) shall provide Oracle Weblogic engineering support to provide core Systems Administration skills from network layers, security, incorporating application and messaging environments and operating systems.

The BPA Holder(s) shall provide resources to develop, implement, and support an enterprise network security strategy to align with security standards and enterprise architecture to build and maintain a scalable and secure infrastructure.

5.1.14 Technical Product Evaluation Support

The purpose of technical evaluation support is to provide GSA/PBS programs with the ability to effectively evaluate the functional and technical merits of various IT/LAN hardware and software programs, including programming languages and IT communications/electronic mail systems. As required, the BPA Holder(s) shall evaluate requirements and propose suitable solutions based on GSA standard architectures. In addition, this support service shall give the customer office a means of obtaining cost/benefit analysis information on potential IT/LAN products and services. The evaluation shall outline the technical

analysis, software life-cycle modeling, findings, and recommendations in reports, briefings, and/or presentations.

The software evaluation services in this task area include not only evaluation of COTS software packages, but also the characteristic evaluation of third-party designed, customized software, third-party Contractor enhancements to existing software, and programming languages. The hardware and software evaluation services in this task area include an analysis of new, existing, and upcoming technologies. The BPA Holder(s) shall provide a written technical analysis report upon completion of the evaluation.

At a minimum, the BPA Holder(s) shall be required to document the problem definition, provide analysis of available technologies, detail the pros/cons of any alternatives, and define technical features and functionality aspects of the topic or technology under review.

Technical production evaluation support shall include, but is not limited to, the following as specified by individual BPA Calls.

- Review all available Government Furnished Information (GFI), interview appropriate personnel, and develop evaluation criteria for Government approval. No evaluation shall be performed until Government review and approval of the criteria is received.
- Provide technical evaluation support for the Government PM on IT/LAN software development projects.
- Evaluate products for best technical fit to the user requirement. Fit shall be determined by the products' quality, functionality, reliability, compatibility with other major office automation products, expendability, usability, availability, and cost. For evaluations requiring actual demonstration of a product or a variety of products, the BPA Holder(s) shall be responsible for the performance or coordination of the BPA Holder(s) performance of the demonstration(s).
- Develop recommendations for professional and administrative IT products.

5.1.15 Technical Support and Maintenance for PBS National Telecommunications Architecture

The BPA Holder(s) shall work within the framework of the GSA National Telecommunications Architecture (NTA) including coordination and cooperation with the GSA support staff and other GSA Contractors who have primary responsibility for the NTA. These services shall only be provided when the GSA GITGO contract does not cover the needed services. The BPA Holder(s) shall utilize and provide services in support of GSA LAN(s) and affiliated databases, including all hardware, software, connectivity, and security firewall access to handle inbound and transaction access to and from the Internet.

5.1.16 PBS Application Support and National Application Helpdesk (NAH)

The PBS National Application Helpdesk (NAH) was established to centralize support for PBS's National Business Applications by creating a central point of contact for PBS associates nationwide. The PBS NAH provides Tier 1 and Tier 2 support for all PBS National Business Applications to all PBS associates in GSA's 11 Regional Offices. Support hours are from 7:00 AM to 7:00 PM Eastern Standard Time (EST).

Tier 1 issues are typically related to access. Examples include username/password, roles, verifying and escalating outages, and answers to known standard questions.

Tier 2 issues deal with known problems and are more complex; hence, they require more in-depth knowledge of an application. Examples include the user being unable to perform a particular function in the application, questions on how to perform a function, assistance with navigating around application menus, standard and adhoc reporting, data updates, interdependency issues between applications, and investigating validity of a tier 3 issue, which can be a bug or potential for enhancement in the application.

The BPA Holder(s) shall provide desk side, telephone, and email support for PBS applications for PBS Central Office associates and telephone and email support for PBS applications to PBS Regional Offices. The BPA Holder(s) shall also provide VIP desk side support for PBS senior staff. The BPA Holder(s) shall operate the PBS NAH. The BPA Holder(s) shall provide support for the acquisition of IT hardware, software, and related services.

The BPA Holder(s) shall provide desk side support for PBS associates in PBS Central Office for PBS National Business Applications. The BPA Holder(s) shall provide telephone and email support as needed for PBS National Business Applications for PBS associates in PBS's Regional Offices.

Some examples of PBS National Applications include, but are not limited to:
- REXUS;
- eLease;
- PBS Portal;
- IRIS;
- RETA;
- Business Intelligence;
- Capital Projects;
- Electronic Acquisition System;
- Electronic Project Management;
- Occupancy Agreement Billing; and

- Occupancy Agreement Tool.

The BPA Holder(s) shall document all requests for service using the GSA approved service ticketing system and shall serve as a liaison between PBS Central Office associates and the GSA IT Service Desk when needed.

6.0   Deliverables

All deliverables under this BPA become Government property and are able to be publically released under the Freedom of Information Act (FOIA), unless the BPA Holder(s) marks them proprietary and the Government concurs.

6.1   Quarterly Status Reviews

Quarterly Status Reviews shall be held for each BPA Holder. The CO/COR shall determine the method and date of reviews after the BPA is established.

6.2   Quarterly Status Reports

The BPA Holder's Program Manager shall provide all quarterly status reports, via email, to the CO and COR by 5:00PM EST on the following dates:
- January 10th;
- April 10th;
- July 10th; and
- October 10th.

The BPA quarterly status reports include:
- Progress for each Region;
- Updates and Changes;
- Users/Projects involved with each Region's initiatives;
- Lessons Learned;
- Subcontracting/ Small Business Reporting; and
- Plan of Action and Milestones (POA&M).

6.3   Annual Small Business Goal Report

Each large business, BPA Holder shall submit a report to the CO by August 1st of each Government fiscal year the BPA exists. This report shall account for all small business goals that have occurred during the current Government fiscal year (October 1st- July 31st) and outline the anticipated goals for the remaining portion of the fiscal year (August 1st- September 30th). If the large business fails to meet the designated 20% small business goals, the CO could cancel the BPA Holder's BPA award.

6.4   Earned Value Management System (EVMS) Requirements for Relevant OMB 300 Projects or Hourly BPA Calls Requesting It

On a monthly basis, or more often as negotiated by the BPA Holder(s) and the CO, the BPA Holder(s) shall provide, at a minimum, in a format agreed to by the BPA Holder(s) and the CO, the following project status information for the task outlined in each BPA Call's SOW, if the task is a relevant OMB 300 Project. The BPA Holder(s) shall have the capability to report to the next lower level at the request of the CO. The BPA Holder(s) shall implement an EVMS to report in the monthly status report on cost, schedule status, and variances to the government.

6.5   Special Instructions

In the absence of other agreements negotiated with respect to time provided for government review, deliverables shall be inspected and the BPA Holder(s) notified of the Government's findings within fifteen (15) business days after receipt of a deliverable. The Government PM and the BPA Holder(s) shall meet on a monthly basis to review performance and to inspect work for compliance with the SOW, the BPA, and all modifications thereto. Reviews shall normally be held at the GSA building site; however, the Government PM at his discretion shall request the review at the BPA Holder(s)'s location or some other site within the Washington, D.C. metropolitan area.

7.0   Personnel Requirements

7.1   BPA Labor Categories and Descriptions

Below is a list of labor categories required for this BPA. Based on corresponding duties and requirements, each schedule holder shall match their GSA Schedule 70 labor categories to the ones listed below. BPA Holder(s) may use any of their GSA Schedule 70 labor categories to represent more than one of the BPA labor categories, as long as the labor category is capable of performing the duties described and fulfills the requirements.

7.1.1   Database Analyst/Programmer

Example of Duties
- Provides guidance in the use of database management systems;
- Supports the design, implementation, and maintenance of moderately complex databases, includes maintenance of database dictionaries and integration of systems through database design;
- Works on most phases of database administration.
- Develops, maintain, and control the data dictionary;
- Gathers database elements and prepares the specifications;
- Assumes responsibility for the development and maintenance of the data dictionary;

- Provides direction, knowledge, and guidance in the use of database management systems;
- Perform database implementation and maintenance activities in regards to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods;
- Determines processes for operations of the database and database management systems; and
- Supervises data center staff as needed to maintain the integrity of the data.

Requirements
- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field and at least three (3) years of specialized IT experience; or
- At least five (5) years of specialized IT experience (no degree requirement).

7.1.2 Documentation Specialist/ Technical Writer

Example of Duties
- Gathers and writes technical documents for the installation, operation, and maintenance of information systems in a clear and concise language;
- Writes in clear and concise language, technical documents, procedures manuals, service manuals, and related technical publications;
- Ensures that technical documents are written in clear readable format which can be understood by technical and non-technical personnel;
- Reviews, performs quality assurance, and edits established materials as needed;
- Acquires and verifies knowledge by working closely with users engaged in developing new products and services or in making improvements, by observing performance of experiments, by examining drawings and notes, or by reviewing rewrites of articles, manuals or similar publications;
- Ensures conformance to existing standards by revising text and making recommendations to changes in scope where necessary;
- Ensures the appropriate use of technical terminology in IT related documents;
- Works with users and data center staff to understand existing and planned technologies and standards; and
- Writes or edits documentation to include materials for reports, manuals, briefings, proposals, instructional materials, catalogs, and software and hardware documentation.

Requirements
- A Bachelor's degree and at least two (2) years of experience; or
- At least four (4) years of specialized experience (no degree requirement).

7.1.3   Network Engineer

Example of Duties
- Provide support with the installing, maintaining, and supporting computer communication networks within;
- Assists more experienced network engineers to ensure the smooth operation of communication networks in order to provide maximum performance and availability for users;
- Installing, supporting, and maintaining new server hardware and software infrastructure;
- Managing email, anti-spam, and virus protection;
- Setting up user accounts, permissions, and passwords;
- Monitoring network usage;
- Ensuring the most cost-effective and efficient user of servers;
- Analyzing and resolving faults, ranging from a major system crash to a forgotten password;
- Undertakes routine preventative measures and implementing, maintaining, and monitoring network security, particularly if the network connects to the internet;
- Provide training and technical support for users with varying levels of IT knowledge and competence;
- Assists senior-level network engineering in the review of existing network designs and capabilities to make refinements, reduce operating overhead, enhance network throughput, and improve current network topologies; and
- Resolves operational problems related to local and wide area network systems using identification, isolation, and troubleshooting techniques.

Requirements
- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field; or
- At least two (2) years of specialized IT experience and no degree requirement.

7.1.4   Program Manager

Example of Duties
- Act as primary point-of-contact for the program and authorized interface with the COR and other government personnel;
- Responsible for monitoring the project's performance and the project deliverables;
- Plan, organize, and administer program activities and services;
- Select, train, supervise, and evaluate the performance of project staff;
- Make presentations to groups and clients;
- Develop budgets and oversee administration of program budget components;
- Make financial projections;

- Direct, prepare, and negotiate contracts for the delivery of program services;
- Negotiate contracts for services performed for the program;
- Assist in the development and implementation of project or program work standards, policy guidelines, and procedures;
- Prepare specialized reports, surveys, and other program descriptive information and materials;
- Exhibits excellent communication skills at all levels of management; and
- Assign contractor schedules, review work discrepancies, supervise Contractor personnel, and communicate policies, purposes, and goals of the organization to subordinate personnel.

Requirements
- At least seven (7) years of IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field; or
- At least ten (10) years of IT experience and no degree requirement.

7.1.5 Project Manager

Example of Duties
- Assists the Program Manger with the organization, administration, and activities of specific BPA Calls;
- Manages individual projects or groups of projects to monitor schedules and ensure timely deliverables;
- Mentors project staff and provide direction to accomplish project's goals;
- Work closely with the CO, COR, and other Government personnel;
- Provides staff with technical directions, recommendations, or advice as needed;
- Makes presentations to groups and clients as required; and
- Develops special reports on project performance.

Requirements
- At least five (5) years of ADP experience and IT systems and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field; or
- At least ten (10) years of ADP experience and IT systems and no degree requirement.

7.1.6 Quality Assurance/Configuration Analyst

Example of Duties
- Design, build, and test critical and complex custom-designed, multi-tier, business applications that use a wide range of the very latest technologies;
- For personnel performing software development tasks, provides technical and administrative support, including the review of work products for

correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules;

- Ensure satisfactory problem resolution and user satisfaction by coordinating with the Program Manager and/or Quality Assurance/Configuration Manager;
- Makes recommendations to management for approval of system installation; and
- Develop and present, as needed, status reports on deliveries on the system concept to colleagues and end user representatives.

Requirements
- At least one (1) year of specialized IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field; or
- At least four (4) years of specialized IT experience and no degree requirement.

7.1.7 Security Analyst

Example of Duties
- Monitor and advice on information security issues related to the systems and workflow to ensure the internal security controls are appropriate and operating as intended;
- Coordinate and execute IT security projects;
- Coordinate response to information security incidents;
- Develop and publish Information Security policies, procedures, standards, and guidelines based on knowledge of best practices and compliance requirements;
- Conduct data classification assessment, security audits, develop analytical reports as required, and manage remediation plans;
- Collaborate with IT management to manage security vulnerabilities;
- Create, manage, and maintain user security awareness;
- Conduct security research in keeping abreast of latest security issues; and
- Shall be knowledgeable in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.

Requirements
- At least three (3) years of specialized IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field; or

- At least five (5) years of specialized IT experience and no degree requirement.

7.1.8 Subject Matter Expert

Example of Duties
- Works closely with client management to understand requirements, strategic goals, and strategy as it relates to IT;
- Examines customer's requirements and makes recommendations for IT acquisitions;
- Works with customers to develop long-range strategic plans and
- Assists customers in developing strategic plans and concepts;
- Provide guidance in relationship to recent and pending legislation and its impact in regards to new technologies that would be relevant to the users and management;
- Exhibits exceptional and effective oral and written communication skills; and
- Be recognized in the professional community that they are considered "expert" in the technical/specialty area being addressed.

Requirements
- At least five (5) years of specialized IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field; or
- At least seven (7) years of specialized IT experience and no degree requirement.

7.1.9 Systems Architect

Example of Duties
- Interfaces with the users to determine their requirements;
- Generates the highest level of system requirements, based on the user's needs and other constraints such as cost and schedule;
- Ensures that high level requirements are consistent, complete, correct, and operationally defined;
- Provides for present and future cross-functional requirements and interfaces;
- Performs cost-benefit analyses to determine whether requirements are best met by manual, software, or hardware functions;
- Interfaces with the design and implementation engineers and architects, so that any problems arising during design or implementation can be resolved in accordance with the fundamental design concepts, and user needs and constraints;
- Assess workflow, organization, and planning for problems and develop appropriate corrective action;
- Ensures that a maximally robust design is developed;

- Generates products such as sketches, models, an early user guide, and prototypes to keep the user and the engineers constantly up to date and in agreement on the system to be provided as it is evolving;
- Verify that architectures are in agreement with open systems standards as they apply to the customer's environment; and
- Supervise staff as required.

Requirements
- At least five (5) years of IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field; or
- At least eight (8) years of IT experience and no degree requirement.

7.1.10 Systems Engineer

Example of Duties
- Supports senior systems engineers in applying IT skills in the analysis, specifications, development, integration, and acquisition of systems;
- Support communications engineering, electronic engineering, communications security, network analysis, interoperability analysis, system standards, program analysis, programming, and cost analysis for generally complex assignments;
- Contributes to the development and implementation of systems methods, procedures, and standards necessary to maintain the integrity, reliability, and maintainability of systems;
- Proficient with the principles of risk assessment and requirements specification;
- Perform quality assurance functions;
- Install, tests, and integrates COTs products into the client's environment;
- Ensures systems and applications are compliant with BPA Call specifications;
- Provides on-site support for minor requirements that do not meet functional specifications; and
- Change programs to be compliant with specifications, as needed. Supervise other engineering staff as required.

Requirements
- At least five (5) years of specialized IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field; or
- At least eight (8) years of specialized IT experience and no degree requirement.

7.1.11 Technical Specialist

Example of Duties

- Build good relationship with customers and understand their needs;
- Provide world class customer service/support to users for issues of moderate complexity;
- Provide advanced technical assistance for software, hardware, and/or IT problems and meet customer satisfaction;
- Forwards complex issues to more experienced technical specialists;
- Communicate with customers and take appropriate actions to resolve their issues;
- Identify product defects based on product design, customer issues and technical analysis;
- Develop Knowledgebase, procedures and support tools to improve services efficiency;
- Coordinate with the PM team to meet customer needs;
- Be familiar with document imaging, document management, and workflow COTS systems to provide support when necessary;
- Provide installation;
- Provide installation series and define facilities requirements; and
- Supervise other technical staff as required.

Requirements
- At least two (2) years of IT experience and an Associate's degree; or
- At least four (4) years of IT experience and no degree requirement.

7.1.12 Web Developer

Example of Duties
- Develop new Web applications as identified by management through packaged and customized applications;
- Provide web site support and maintenance;
- Maintain and enhance existing Web applications and all internal systems;
- Perform complete testing of Web applications engaging users as necessary;
- Conduct all user acceptances testing, and report results;
- Develop external Web portals allowing users to input and retrieve accurate information;
- Develops application, interfaces, and database front-ends for the Internet/Intranet/Extranet sites and applications using visual development and design tools; and
- Supports HTML, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, ActiveX, Plug-Ins, Visual C++, GIF, JPEG, MPEG, video/audio streaming, and more.

Requirements
- At least four (4) years of IT experience and an Associate's degree; or
- At least two (2) years of specialized IT experience and no degree requirement.

7.2   Key Personnel

Critical to performance of this BPA are both the positions identified as key and the experience of the people in those position. The proposed key positions as well as proposed staff shall show experience in the different skill sets necessary and the different functions to be performed.

The BPA Holder(s) shall identify the key contactor personnel, which is the BPA Holder(s)'s BPA Project Manager (PM). This key BPA Holder personnel shall be maintained through completion of the BPA and be responsible for all activity under this BPA and the resulting completion of each BPA Call. Proposed changes of key personnel shall be provided in writing to the CO and Government PM for approval. This should describe the proposed action (including resignation if applicable), any corresponding transition plan, and assessment of the anticipated impact to the program efforts.

The BPA Holder(s) shall provide the resume for the BPA Holder(s)'s proposed BPA PM for evaluation.

7.3   Contractor Designation and Proposed Substitution of Key Personnel

The BPA Holder(s) shall ensure a stable workforce during the performance of this BPA, specifically at the BPA Call level.

The BPA Holder(s) shall notify the GSA CO, in writing, of a proposed substitution of the BPA Holder(s)'s BPA PM. This notification shall be submitted at least fifteen (15) business days in advance of the proposed substitution. All proposed substitutes should have qualifications equal to, or greater than, the person to be replaced.

The GSA CO in consultation with the Government PM shall evaluate such requests and promptly notify the BPA Holder, in writing, of his/her approval or disapproval thereof. At the discretion of the Government PM, an interview with the proposed BPA PM may be required to verify that the proposed substitute has qualifications equal to, or greater than, the person to be replaced. The Government PM shall notify the BPA Holder ten (10) business days in advance of the proposed substitution date if the Government PM chooses to conduct an interview to review the qualifications of the proposed individual. Only the CO has authority to accept or deny personnel substitutions.

7.4   Personal Identity Verification of Contractor Personnel

(a) The BPA Holder shall comply with agency personal identity verification procedures identified in the BPA that implement Homeland Security Presidential Directive 12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The BPA Holder shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a Federally controlled facility or access to a Federal information system.

8.0   Travel

If travel is required based on individual BPA Calls, the Government will negotiate travel expenses and authorize the travel in writing prior to the occurrence of travel. The Government will reimburse BPA Holder(s) for all travel expenses in accordance with the Federal Travel Regulation (FTR). Travel expenses shall be submitted on incident basis.

Local travel is not reimbursable. Local travel shall be considered within fifty (50) miles of the GSA Headquarters and within fifty (50) miles from each Regional Office Buildings.

9.0   Security

The BPA Holder(s) shall comply with GSA administrative, physical, and technical security controls to ensure that all Government's security requirements are met. In addition, all BPA Holder personnel shall adhere to the GSA PBS's rules and regulations. The environment shall be tested by the PBS IT Security Team to make sure it meets GSA guidelines. The BPA Holder(s) is responsible for addressing any issues or concerns raised by PBS within a one week turn around.

9.1   Homeland Security Presidential Directive (HSPD-12) and Background Investigations Requirements

For any Contractor personnel performing work under this SOW who shall require access to GSA IT applications, systems, or data, the Contractor(s) shall comply with the Homeland Security Presidential Directive-12 (HSPD-12) security clearance process. This means first obtaining a fingerprint clearance, which typically takes 3-4 weeks. At that point, the Authorizing Official (AO) can grant limited access on a case by case basis. Next, a preliminary favorable adjudication of their National Agency Check with Inquiries (NACI) clearance level shall be received. This process can take 1 to 2 months. Only when a full NACI adjudication is received shall full access be granted. This process usually takes four (4) to eight (8) months, though it could take as many as 12 months.

The Contractor(s) shall submit the necessary paperwork to conduct a National Agency Check with Inquiries (NACI) background investigation for each proposed personnel prior to working on the BPA. Contractor(s) shall not be granted access to a GSA facility or to any GSA IT system prior to a favorable response to the fingerprint portion of this background investigation. An individual Contractor's failure to return satisfactory results from the background investigation shall result in immediate removal of that Contractor.

Higher levels of clearance shall also be required depending on the level of trust required to perform specific duties or perform a specific task. For any Contractor who shall have access to Sensitive but Unclassified (SBU), Financial Transactions, Personally Identifiable Information (PII), or any data that is deemed to require a higher level of trust, a Minimum Background Investigation (MBI) shall be required.

The BPA Holder(s) shall be required to fund their employees' security clearance and background investigation processes; the Government will not provide funding for these requirements.

10.0 Government Furnished Equipment (GFE)/ Government Furnished Information (GFI)

BPA Calls placed off of this BPA will identify the specific GFE/ GFI to be used by Contractor(s) based on the requirements of the individual BPA Call. However, generally the Government will furnish the following:

- All licensed application packages, hardware, and software;
- Conference room space for briefings, meetings, and training;
- Workspace for personnel (as identified in individual BPA Calls);
- Use of Government equipment necessary for personnel to complete the task and deliverables; and
- If Virtual Private Network (VPN) access* to GSA networks is provided to a Contractor these individuals shall not be given VPN access until their suitability clearance preliminary access (fingerprint check) has been successfully adjudicated.

*Under the most recent Office of the Chief Human Capital Officer (OCHCO) HSPD12 Standard Operating Procedure, a successful fingerprint clearance is sufficient to allow network access.

All data, code, and materials developed under this BPA are government property and the BPA Holder(s) and Contractor(s) have no explicit rights to the materials beyond what is generally available to any other outside entity.

11.0 Contractor Tools, Development, and Application

The BPA Holder(s) shall acquire, develop, modify, maintain, and apply, as necessary, tools and methodologies in support of their efforts. Tools or methods shall be approved by the Government PM prior to use. The BPA Holder(s) shall also be required to use specific tools or methods to evaluate PBS Software project processes and products or to capture the results of independent verification and validation (IV&V) analyses.

12.0 Quality Control

This BPA requires the BPA Holder(s) to maintain a thorough quality control program with the aim of identifying and correcting deficiencies in the quality of services before performance becomes unacceptable.

As part of the Quality Control Program, the BPA Holder(s) shall develop a BPA Quality Control Plan (QCP) that describes the BPA Holder(s)'s procedures for monitoring the overall performance on the BPA, as well as, QCPs for individual BPA Calls as specified. At a minimum, the QCPs shall include the following.

- A description of the inspection system to cover all services listed in the SOW. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis and frequency of these inspections.
- A description of follow-up procedures to ensure that deficiencies are corrected and the time frames involved in correcting these deficiencies.
- A description of the records to be kept to document inspections and corrective or preventive actions taken.

The records of inspections shall be kept and made available to the Government, when requested, throughout the performance period, and for the period after completion, until final settlement of any claims under this agreement.

The Government PM shall notify the BPA Holder(s), orally or in writing, of deficiencies in the plan and allow five (5) business days for a revision to be submitted.

12.1 PBS Enterprise Quality Program (EQP)

PBS Enterprise Quality Program (EQP) provides the foundation for continuously improving, managing, and controlling the quality of software products for GSA PBS. The EQP is based on the principles and practices of the Software Engineering Institute (SEI) "Capability Maturity Model® Integration (CMMI)" and oversees products developed utilizing quality assurance (QA) methods while providing configuration management (CM) controls.

The Continuous Representation aspect of the CMMI Model makes it easier to pursue the goal of enterprise-wide process improvement by initially focusing process-improvement achievement within individual process areas such as project planning, requirements development, and configuration management.

BPA Holder(s) shall follow PBS EQP standards. All deliverables shall be produced in accordance with PBS's EQP requirements, PBS software standards, as well as GSA security standards.

In addition, the BPA Holder(s) shall provide an updated Entity Relationship Diagram (ERD), in both PDF and Erwin format, and updated Data Dictionary, in Microsoft Word

format, for systems when newly created tables/fields that are associated with each release.

Appendix C, attached separately through a zip file, contains the fifteen (15) GSA, PBS documents regarding EQP.

13.0 Administration

13.1 GSA Electronic Invoicing

All invoicing shall be done electronically. Password and electronic invoice access shall be obtained through GSA web site http://www.finance.gsa.gov.

Billing and payment shall be accomplished in accordance with this clause. The BPA Holder(s) shall have the invoice certified by the client representative. The BPA Holder(s)'s invoice shall be for no less than one month. The BPA Holder(s) shall invoice only for the hours, travel, and/or unique services ordered by GSA and actually used in direct support of the client representative's project. A copy of the Government's document (receiving report) accepting the covered services shall accompany invoices submitted for payment. A copy of the invoice shall be submitted via email to the Government PM, along with the monthly status reports, at the same time that it is submitted for payment. Failure to comply with the procedures outlined above shall result in your payment being delayed.

13.2 Personal Services

The Government has determined that in order to satisfy the requirements in this SOW the use of a PBS BPA is in the best interest of the Government, economic and other factors considered, and this BPA is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract."

13.3 Privacy Act

Work on this BPA will require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

13.4 Protection of Information

The BPA Holder(s) shall be responsible for properly protecting all information used, gathered, or developed as a result of work under the BPA. In addition, the BPA Holder(s) shall protect all government data, equipment, or information by treating the material as sensitive.

SBU information, data, and/or equipment shall only be disclosed to authorize personnel as described by specific BPA Calls. The BPA Holder(s) shall ensure that appropriate

administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment shall be returned to Government control, destroyed, or held until otherwise directed. Items returned to the Government will be hand carried or mailed to the COR using certified mail. The BPA Holder(s) shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material.

13.5 Federal Desktop Core Configuration

The BPA Holder(s) is required to certify that applications are fully functional and operate as intended on systems using the Federal Desktop Core Configuration (FDCC). This includes the GSA-approved version, as of the establishment date of this BPA, of Internet Explorer configured to operate on the latest GSA-approved version of Windows. The standard installation, operation, maintenance, updating, and/or patching of software should not alter the configuration settings from the approved FDCC configuration. The information technology should also use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and uninstall. Applications designed for normal end users should run in the standard user context without elevated system administration privileges. The BPA Holder(s) shall use Security Content Automation Protocol (SCAP) validated tools with FDCC Scanner capability to certify their products operate correctly with FDCC configurations and not alter FDCC settings.

13.6 Audits, Scans, Reviews, or Other Inspections

PBS or its designee has the right to perform manual or automated audits, scans, reviews, or other inspections of the BPA Holder(s)'s IT environment used to provide or facilitate services for PBS. If the BPA Holder(s) chooses to run its own automated scans or audits, the results from these scans may, at the Government's discretion, be accepted in lieu of Government performed vulnerability scans. In these cases, scanning tools and their configurations shall be approved by the Government. The results of BPA Holder-conducted scans shall also be provided, in full, to the Government. Finally, if new or unanticipated threats or hazards are discovered by either the Government or the BPA Holder, or if existing safeguards have ceased to function, discovering party shall immediately bring the situation to the attention of the other party.

13.7 Configuration Management

All information systems shall be securely hardened and patched before being implemented in the GSA PBS production environment and should be patched regularly while in the operational phase of its System Development Life Cycle. All information systems shall use GSA technical guidelines, NIST guidelines, Center for Internet Security guidelines, or industry best practice guidelines to harden their systems, as deemed appropriate by the AO. The BPA Holder(s) shall adhere to IT Security Procedural Guide: Configuration Management (CM) CIO-IT Security-01-05 to ensure configuration

management requirements are appropriately met. IT acquisitions hosted internally by GSA PBS shall be required to adhere to the PBS Enterprise Quality Program (EQP), which dictates the configuration management process for internal PBS systems.

13.8   Section 508 Compliance

In accordance with Federal Register, 25 APR 01, FAC 97-27, Executive Order 12866, FAR Part 2.101, FAR Part 7.103, FAR Part 10.001, FAR Part 11.002, FAR Part 12.202, FAR Part 39.000 & 39.2, access to electronic and information technology (EIT) by individuals with disabilities shall be compliant with the accessibility standards at 36 CFR 1194, unless it falls under one of the exceptions noted in FAR 39.204. For further information, see http://www.section508.gov.

13.9   Federal Information Security Management Act of 2002 (FISMA)

BPA Holders entering into an agreement for services to the General Services Administration (GSA) and/or its Federal customers shall be contractually subject to all GSA and Federal IT Security standards, policies, and reporting requirements The BPA Holder shall meet and comply with all GSA IT Security Policies and all applicable GSA and NIST standards and guidelines, other Government-wide laws, and regulations for protection and security of Information Technology.

All GSA Contractors shall comply with the GSA policies and reporting requirements referenced within the GSA IT Security Policy (CIO IT Security Procedural Guide CIO-IT Security-09-48).

13.10 Non-Disclosure Agreements

If determined to be required by the CO, BPA Holders and their personnel shall be required to sign non-disclosure agreements (NDAs).

13.11 Organizational Conflict of Interest

FAR Subpart 9.5, Organizational Conflicts of Interest, applies. If the CO determines that an offeror may have a potential organizational conflict of interest, then an offeror shall be required to submit a mitigation plan and, if awarded a BPA, comply with any procedures put in place to avoid or mitigate conflicts.

13.12 FAR Clauses Incorporated by Reference

52.243-1	Changes- Fixed-Price
52.243-3	Changes- Time and Materials or Labor Hours
52.249-2	Termination for Convenience of the Government (Fixed-Price)
52.249-8	Default (Fixed-Price Supply and Services)

14.0 GSA Mentor-Protégé Program

GSA's Mentor-Protégé Program is designed to encourage and motivate GSA prime contractors to assist small businesses and enhance their capability of performing successfully on GSA contracts and subcontracts. The program is intended to foster the establishment of long-term relationships between small businesses and GSA prime contractors and increase the overall number of small businesses that receive GSA prime contract and subcontract awards.

If you have any questions about the Mentor-Protégé Program, contact Central Office's OSBU Program Coordinator for the Mentor-Protégé Program, Anthony Eiland at anthony.eiland@gsa.gov.

GSAM 552.219–75 GSA Mentor-Protégé Program (*SEPT 2009)*
(a) Prime contractors, including small businesses, are encouraged to participate in the GSA Mentor-Protégé Program for the purpose of providing developmental assistance to eligible protégé entities to enhance their capabilities and increase their participation in GSA contracts.
(b) The Program consists of:
> (1) Mentor firms are large prime contractors with at least one active subcontracting plan, or that are eligible small businesses;
> (2) Protégés are subcontractors to the prime contractor, and include small business concerns, small disadvantaged business concerns, veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business concerns, and women-owned small business concerns meeting the qualifications specified in Subpart 519.70; and
> (3) Mentor-protégé Applications and Agreements, approved by the Mentor-Protégé Program Manager in the GSA Office of Small Business Utilization (OSBU).

(c) *Mentor participation in the Program* means providing technical, managerial and financial assistance to aid protégés in developing requisite high-tech expertise and business systems to compete for and successfully perform GSA contracts and subcontracts.
(d) Contractors interested in participating in the Program are encouraged to read FAR Subpart 19.7 and to contact the GSA Office of Small Business Utilization (E), Washington, DC 20405, (202) 501-1021, for further information.

GSAM 552.219–76 Mentor Requirements and Evaluation (Sep 2009)
(a) The purpose of the GSA Mentor-Protégé Program is for a GSA prime contractor to provide developmental assistance to certain subcontractors qualifying as protégés. Eligible protégés include small business concerns, small disadvantaged business concerns, veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business concerns, and women-owned small business concerns meeting the qualifications specified in section 519.7007. The Program requires an Application process and an Agreement between the mentor and the protégé. See GSAR Subpart 519.70 for more information.
(b) GSA will evaluate a GSA mentor's performance on the following factors:
> (1) Specific actions taken by the contractor, during the evaluation period, to increase the participation of its protégé as a subcontractor and supplier;

(2) Specific actions taken by the contractor during this evaluation period to develop the technical and corporate administrative expertise of its protégé as defined in the Agreement;

(3) To what extent the protégé has met the developmental objectives in the Agreement; and

(4) To what extent the firm's participation in the Mentor-Protégé Program resulted in the protégé receiving competitive contract(s) and subcontract(s) from private firms other than the mentor, and from agencies.

(c) Semi-annual reports shall be submitted by a GSA mentor to the GSA Mentor-Protégé Program Manager, GSA Office of Small Business Utilization (E), Washington, DC 20405. The reports must include information as outlined in paragraph (b) of this section. The semi-annual report may include a narrative describing the forms of developmental assistance a mentor provides to a protégé and any other types of permissible, mutually beneficial assistance.

(d) A GSA mentor will notify the GSA Mentor-Protégé Program Manager and the contracting officer, in writing, at least 30 days in advance of the mentor firm's intent to voluntarily withdraw from the GSA Program or terminate the Agreement, or upon receipt of a protégé's notice to withdraw from the Program.

(e) GSA mentor and protégé firms will submit a "Lessons Learned" evaluation to the GSA Mentor-Protégé Program Manager at the conclusion of the Mentor-Protégé Agreement. At the end of each year in the Mentor-Protégé Program, the mentor and protégé, as appropriate, will formally brief the GSA Mentor-Protégé Program manager, the technical program manager, and the contracting officer during a formal Program review regarding Program accomplishments as they pertain to the approved Agreement.

(f) GSA has the authority to exclude mentor or protégé firms from participating in the GSA Program. If GSA excludes a mentor or a protégé from the Program, the GSA Office of Small Business Utilization will deliver to the contractor a Notice specifying the reason for Program exclusion and the effective date. The exclusion from the Program does not constitute a termination of the subcontract between the mentor and the protégé. A plan for accomplishing the subcontract effort should the Agreement be terminated shall be submitted with the Agreement as required in section 519.7011(j).

(g) Subcontracts awarded to GSA protégé firms under this Program are exempt from competition requirements, notwithstanding FAR 52.244-5. However, price reasonableness should still be determined.

15.0 Small Business Subcontracting Plan

GSA desires small business participation. Each large business, BPA Holder shall document annually that at least 20% of the work issued through their prime BPA Calls from this BPA have small business utilization. A Small Business Subcontracting Plan, as required under FAR 52.219-9, is required to be submitted with quotes.

GSAM 552.219-71 Notice to Offerors of Subcontracting Plan Requirements (June 2005)
The General Services Administration (GSA) is committed to assuring that maximum practicable opportunity is provided to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns to participate in the

performance of this contract consistent with its efficient performance. GSA expects any subcontracting plan submitted pursuant to FAR 52.219-9, Small Business Subcontracting Plan, to reflect this commitment. Consequently, an offeror, other than a small business concern, before being awarded a contract exceeding $500,000 ($1,000,000 for construction), must demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors in the performance of this contract.

GSAM 552.219-72 Preparation, Submission, and Negotiation of Subcontracting Plans (June 2005)

(a) An offeror, other than a small business concern, submitting an offer that exceeds $500,000 ($1,000,000 for construction) shall submit a subcontracting plan with its initial offer. The subcontracting plan will be negotiated concurrently with price and any required technical and management proposals, unless the offeror submits a previously-approved commercial plan.

(b) Maximum practicable utilization of small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors is a matter of national interest with both social and economic benefits. The General Services Administration (GSA) expects that an offeror's subcontracting plan will reflect a commitment to assuring that small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns are provided the maximum practicable opportunity, consistent with efficient contract performance, to participate as subcontractors in the performance of the resulting contract. An offeror submitting a commercial plan can reflect this commitment through subcontracting opportunities it provides that relate to the offeror's production generally; i.e., for both its commercial and Government business.

(c) GSA believes that this potential contract provides significant opportunities for the use of small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors. Consequently, in addressing the eleven elements described at FAR 52.219-9(d) of the clause in this contract entitled Small Business Subcontracting Plan, the offeror shall:

> (1) Demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns in performing the contract.

> (2) Include a description of the offeror's subcontracting strategies used in any previous contracts, significant achievements, and how this plan will build upon those earlier achievements.

> (3) Demonstrate through its plan that it understands the small business subcontracting program's objectives and GSA's expectations, and it is committed to taking those actions necessary to meet these goals or objectives.

(d) In determining the acceptability of any subcontracting plan, the Contracting Officer will take each of the following actions:

> (1) Review the plan to verify that the offeror demonstrates an understanding of the small business subcontracting program's objectives and GSA's expectations with respect to the program and has included all the information, goals, and assurances required by FAR 52.219-9.

(2) Consider previous goals and achievements of contractors in the same industry.

(3) Consider information and potential sources obtained from agencies administering national and local preference programs and other advocacy groups in evaluating whether the goals stated in the plan adequately reflect the anticipated potential for subcontracting to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns.

(4) Review the offeror's description of its strategies, historical performance and significant achievements in placing subcontracts for the same or similar products or services with small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns. The offeror's description can apply to commercial as well as previous Government contracts.

(e) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a plan within the time specified by the Contracting Officer shall make the offeror ineligible for award.

GSAM 552.219-73(Alternate I) Goals for Subcontracting Plan (Sep 1999)

(a) Maximum practicable utilization of small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors is a matter of national interest with both social and economic benefits.

(1) The General Services Administration's (GSA's) commitment to ensuring that maximum practicable opportunity is provided to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns to participate as subcontractors in the performance of this contract, consistent with its efficient performance, must be reflected in the offeror's subcontracting plan submitted pursuant to the clause of this contract at FAR 52.219-9, Small Business Subcontracting Plan.

(2) In addressing the eleven elements described at FAR 52.219-9(d), the offeror shall demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns in performing this contract. An offeror submitting a commercial plan can demonstrate its commitment in providing maximum practicable opportunities through subcontracting opportunities it provides to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns that relate to the offeror's production generally; i.e., for both its commercial and Government business.

(3) The subcontracting plan shall include a description of the offeror's subcontracting strategies used in previous contracts and significant achievements, with an explanation of how this plan will build upon those earlier achievements. Additionally, the offeror shall demonstrate through its plan that it understands the small business subcontracting program's objectives, GSA's expectations, and is committed to taking those actions necessary to meet these goals or objectives.

(b) In determining the acceptability of any subcontracting plan, the Contracting Officer will—

(1) Review the plan to verify that the offeror has demonstrated an understanding of the small business subcontracting program's objectives and GSA's expectations with respect to the programs and has included all the information, goals, and assurances required by FAR 52.219-9;

(2) Consider previous goals and achievements of contractors in the same industry;

(3) Consider information and potential sources obtained from agencies administering national and local preference programs and other advocacy groups in evaluating whether the goals stated in the plan adequately reflect the anticipated potential for subcontracting to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns; and

(4) Review the offeror's description of its strategies, historical performance and significant achievements in placing subcontracts for the same or similar products or services with small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns. The offeror's description can apply to commercial as well as previous Government contracts.

(c) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a plan within the time specified by the Contracting Officer shall make the offeror ineligible for award.

16.0 BPA Call Procedures

BPA ordering activity shall include firm fixed price or labor hour BPA Calls, as specified in individual BPA Calls. The specific tasks shall be identified in each BPA Call. Individual BPA Calls shall be at the discretion of the Government. The Government also reserves the right to fund tasks in whole or incrementally, as funding becomes available.

For competition, BPA Call RFQs shall be provided to all BPA holders, unless the Government deems unnecessary or inappropriate for the BPA Call. The limitation shall be up to the discretion of the CO, but shall be conducted within the scope of government regulations, FAR Part 8.

Though the BPA's period of performance is anticipated to begin on April 2, 2012, work under BPA Calls will not begin earlier than October 1, 2012, though some BPA Calls may require a Phase-In Process.

16.1 BPA Call Processing

BPA Calls shall be issued as tasks arise in accordance with GSA requirements. To initiate the process for any task, the CO shall submit to the BPA Holder(s) a BPA Call Request attached to a specific SOW. This process shall be performed using electronic media (e-mail) as much as possible. BPA Calls shall reference and incorporate the terms and conditions of this BPA.

Within ten (10) business days after receipt of the BPA Call Request, or as specified within the BPA Call Request, the BPA Holder(s) shall provide to the CO or Contract Specialist a task quote via e-mail. The task quote shall, at a minimum, have a summary page and project synopsis page.

The summary page shall contain the following information:
- A list of proposed personnel;
- The number of labor hours or fixed price by labor category;
- Total travel costs and other direct costs (ODCs);

- The time-frame and length of time the BPA Call costs cover;
- The total BPA Call cost;
- A milestone chart; and
- A brief description of the methodology or procedures that shall be used to perform the required services.

The project synopsis page shall include the following information
- The number of labor hours or fixed price by category per each task;
- Any additional costs;
- A description of any additional information required; and
- Any assumptions or questions concerning the SOW.

When received, the CO shall submit the task quote to the Government PM for evaluation and acceptance. Once accepted, the Government PM shall provide the appropriate funding and the CO shall issue a GSA Form 300, Purchase Order.

For each BPA Call the BPA Holder(s) shall provide a resume for all proposed personnel to the Government PM in the defined BPA Call format, via e-mail for consideration of the skills. No personnel shall work on this BPA without prior resume submission and verification by the CO. Once verified for a specific labor category, it shall not be required again for that labor category. If the personnel change their labor category, a resume shall be submitted and verified for the new labor category.

16.2   Delivery Schedule

Individual BPA Call deliverables shall be defined within the BPA Holder's BPA Call Quote. BPA delivery schedule shall be as follows:

Progress Report	Monthly	Status due by the 5th workday of the next month and 24 hours before any status meeting.
Invoices	10th calendar day of Month	- Original to http://www.finance.gsa.gov - Copy to Government PM - Copy to CO/ Contract Specialist - Copy to COR Invoices shall identify the hours worked and /or deliverables and their associated costs in dollars.
Tested Software	As defined in BPA Calls	As defined in BPA Calls

Application / Database Documentation	As defined in BPA Calls	As defined in BPA Calls

16.3   Inspection and Acceptance

The Government will have ten (10) business days to complete the review of each deliverable and accept or reject the deliverable by giving written notice. When the Government fails to complete the review within the review period, the deliverable shall become acceptable, unless an extension of the review period is requested and mutually agreed upon. In the event of rejection of any deliverable, the BPA Holder(s) shall be so notified in writing by the Government PM or CO, giving the specific reason(s) for the rejection. The BPA Holder(s) shall have five (5) business days to correct the rejected deliverable and return it to the Government PM. The BPA Holder(s) shall be allowed one resubmission of deliverables.

16.4   Cancellation of Orders

The Government has the right to cancel BPA Calls if the requirement is eliminated, changed, or no longer needed. The Government will notify the BPA Holder, in writing thirty (30) calendar days prior to the stop work date.

16.5   Unauthorized Commitment

The Government PM or any other client representative is not authorized to change any of the terms and conditions of the resultant BPA Calls. Changes, if any, shall be made by the CO only.

17.0   Points of Contact

Center for Acquisition Services
Contract Specialist
Jessica N. Miller
1800 F Street NW
Washington, DC 20405
jessica.miller@gsa.gov

Office of the PBS Chief Information Officer
Contracting Officers Representative (COR)/ Government Program Manager (PM)
Reginald Gavett
1800 F Street NW
Washington, DC 20405
reggie.gavett@gsa.gov

Request for Quotes

18.0 Quote Submission

Contractors shall prepare and deliver technical and price quotes that shall be evaluated in determining the "best value" quote.   All quotes shall be submitted via email to **jessica.miller@gsa.gov**, by 3:00 PM EST on Tuesday, February 28, 2012. The price quote shall be a separate volume and .pdf attachment from the technical volume. Large email attachments can be delayed during regular business hours. GSA has an attachment size limit of 25 MB. If this is a problem, submit the statement of qualification as multiple emails with small attachments, or with enough time to clear the server delays.

Questions regarding the SOW or RFQ may be submitted to **jessica.miller@gsa.gov**, by 3:00 PM EST on Tuesday, February 7, 2012. All questions must be received by 3:00 PM EST on Tuesday, February 7, 2012. Responses to all Contractor questions will be posted on E-Buy as an amendment to the RFQ. The Government anticipates adding the amendment by 3:00 PM EST on Friday, February 10, 2012.

The Government will downsize the number of qualified quotes to a selected number of the most favorably evaluated quotes. This group will be determined based on the original quote submissions only and be invited to deliver oral presentations, which the Government will use to determine the final established of the BPA.

19.0 Methodology to Establish the BPA

The method to establish the BPA will be based on the best value to the government, price and other factors considered. A best value evaluation is, in and of itself, a subjective assessment by the Government of the proposed solution that provides the optimal results to the Government, price and other factors considered. Subjectivity is inherent in the process and is the cornerstone of the source selection decision. In an effort to provide insight to the Contractors as to the decision making process of the Government, the following information is provided.

- BPA evaluations shall be conducted using two factors – Technical and Price. In the evaluation, technical is more significant than price.
- In evaluating the technical quotes, evaluation factor 1 is significantly more important than the other individual evaluation factors (2, 3, 4). Evaluation factors 3 and 4 together are slightly more significant than evaluation factor 2.

The Government will perform a best value analysis in accordance with the above methodology and select the Contractors that provide the best value to the Government.

20.0 Technical Evaluation Factors and Evaluation Methodology

Prime Contractors and Teaming Partners shall be current GSA Schedule 70 (SIN 132 51) Holders. Prime Contractors, or at least one (1) of their Teaming Partners, shall be currently appraised at the Capability Maturity Model Integration (CMMI) Level III or International Organization for Standardization (ISO) 9001:2008, Quality Management Systems-Requirements. Subcontractors who are at CMMI Level III or ISO 9001:2008 will not qualify the quote to meet this requirement.

Contractors are required to limit their technical quotes to 120 letter (8.5 x 11) pages, single-sided. The technical quote font shall be Times New Roman, size 12. The Government's evaluation shall not consider any information on pages exceeding the page limitation. Appendixes shall not be held to the font type and size requirement, but are required to be following the 8.5 x 11 page size; otherwise, there shall be no exception (this includes tables and graphs) to the font type and size or page size. Appendixes shall be reviewed for evaluation purposes provided that they fit within the page limitations listed below.

Quotes shall be evaluated in terms of quality, depth, and relevance of information presented in response to this SOW. The technical quote should represent how the vendor plans to successfully meet the technical requirements as described in this SOW.

The technical quote shall be submitted with a one (1) page Transmittal Cover Letter, the cover letter in not included in the one hundred and twenty (120)-page limit for the technical quote. The Transmittal Cover Letter shall include the following items:

- Prime Contractor's DUNS Number;
- Prime Contractor's Federal Tax Identification Number;
- Prime Contractor's GSA Schedule Contract Number;
- Prime Contractor's CMMI or ISO Level; and
- Primary Contractor's point of contact email address, phone number, and fax number.

If applicable, include:
- Teaming Partner(s)'s DUNS Number;
- Teaming Partner(s)'s Federal Tax Identification Number;
- Teaming Partner(s)'s GSA Schedule Contract Number;
- Teaming Partner(s)'s CMMI or ISO Level;
- Teaming Partner(s)'s point of contact email address, phone number, and fax number; and
- A List of Proposed Subcontractors and their corresponding DUNS Numbers.

Contractors shall specifically address, at a minimum, all of the elements listed below and the following technical evaluation factors. The technical quote should consist of the Contractor's statement of qualifications demonstrating the Contractor's technical understanding of the BPA's requirement (maximum 25 pages), the BPA's management plan (maximum 20 pages), the Prime Contractor's past performance (maximum 10 pages), Teaming Partners and Subcontractors' past performance, (maximum 5 pages), and the BPA's small business participation (maximum 60 pages).

Evaluation Factor	Technical Quote Section	Page Limit
Evaluation Factor 1	**Technical Understanding** Contractor's statement of qualifications demonstrating the Contractor's technical understanding of the BPA's requirement	Maximum 25
Evaluation Factor 2	**Management Plans** The overall management plan for the BPA (includes the resume of the Contractor's BPA Project Manager) The BPA's overall Quality Control Plan (QCP)	Maximum 20
Evaluation Factor 3	**Past Performance** The relevant past performance for the required six (6) references	Maximum 10
	If applicable, one (1) additional page for each teaming partner/ subcontractor's past performance	Maximum 5
Evaluation Factor 4	**Small Business Participation** Summary of Contractor's proposed small business participation If applicable, BPA's Teaming and Subcontracting Arrangements (submitted as appendixes, but included as part of the page limit) If applicable, a signed GSA Mentor-Protégé Program award letter and a copy of the most recent Mentor-Protégé evaluation results from the GSA OSBU	Maximum 60
Total Page Limit		**120**

20.1 Technical Evaluation Factor One: Technical Understanding

Basis of Evaluation: Offers shall be evaluated to determine the soundness of the technical approach most suitable to this effort and the ability to deliver within the required timeframes and capacity as needed in the SOW.

20.2   Technical Evaluation Factor Two: Management Plan

Basis of Evaluation:
A concise management plan should be submitted for the BPA. Contractor(s) should describe their strategies for staff recruitment, retention, and relevant training. Contracting staff is expected to receive annual training, through the Contractor(s), in order to remain up-to-date and current on IT aspects involved in this BPA.

The Contractor's proposed BPA PM resume submitted by the Contractor shall be evaluated to assess the availability, and qualifications of the proposed key staff, their experience in similar projects and their capability to fully and professionally accomplish the objectives stated herein. The BPA PM's resume shall be included as part of the allotted fifteen (15) pages for this sub-factor section.

At a minimum, the Quality Control Plan shall include the following.
- A description of the inspection system to cover all services listed in the SOW. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis and frequency of these inspections.
- A description of follow-up procedures to ensure that deficiencies are corrected and the time frames involved in correcting these deficiencies.
- A description of the records to be kept to document inspections and corrective or preventive actions taken.

20.3   Technical Evaluation Factor Three: Past Performance

Basis of Evaluation:
Include descriptions of at least six (6) past performance references, similar in size and scope of this SOW, performed during the past three (3) years.

A Contractor's business size shall be based on their business size status, for NAICS code 541519 - Other Computer Related Services, in the Central Contractor Registration (CCR) at the time of the BPA's establishment.

Large Business Contractors
- Minimum of six (6) references;
  - At least one (1) reference should represent a GSA related award, if possible (current incumbents on the Ancillary Information Technology Services BPA and the Web Development Services BPA will not use references from their performance on those related BPA);
  - At least three (3) references should include the Contractor as the Prime with each having dollar values of at least $1,000,000 annually; and
  - The remaining (3) references should be other relevant projects, in size and scope to the work in this BPA, and can include the Contractor as the Prime or Subcontractor.

Small Business Contractors
- Minimum of six (6) references;
  - Current incumbents on the Ancillary Information Technology Services BPA and the Web Development Services BPA will not use references from their performance on those related BPA;
  - At least three (3) references should include the Contractor as the Prime with each having dollar values of at least $250,000 annually; and
  - The remaining (3) references should be other relevant projects, in scope to the work in this BPA, and can include the Contractor as the Prime or Subcontractor.

Sufficient information should be provided to allow the Government to contact the agencies/organizations served and assess the quality of the services provided. The Contractors shall be held accountable for providing accurate contact information in the quote, failure to do so could result in an insufficient evaluation of technical factor three.

The information *minimally acceptable* for each reference includes:
- Name, Email, Telephone Number, and Customer Point of Contact;
- Type of Customer (i.e., Federal Government, State/Local Government, or Commercial/Private Organization);
- Contract Number (if applicable);
- Total Value of the Contract at Award and at Competition, Explain Variance;
- Required Delivery Schedule/Period of Performance and Actual Delivery Schedule/Period of Performance;
- Percentage of the work substantially performed and completed by the Contractor submitting reference;
- Description of Services Performed and Overall Outcome;
- Description of the Type of System (i.e., financial management, or other type of system); and
- Description of the Contractor's or Subcontractor's Self-Evaluation of its Performance on the Contract, Subcontract, Order, or Similar Effort.

The Contractors shall note that the Government will consider all information available on the Contractors' experience and past performance, such as Government records, industry databases (e.g., Dunn and Bradstreet), and other sources. This shall include information that is in addition to that which is provided by the Contractor.

At least one (1) past performance reference shall be submitted for each teaming partner/ subcontractor of the quote. If teaming partners/ subcontractors exceed five (5), limit your response to include only five (5) teaming partners/ subcontractors anticipated to perform the majority of the work. Include all proposed teaming partners/ subcontractors in the Transmittal Cover Letter's teaming partner/ subcontractor list.

20.4   Technical Evaluation Factor Four: Small Business Participation

Basis of Evaluation:
Contractors shall provide a summary that outlines their proposed small business participation and goals for this BPA. Include a list of all participating small businesses (Prime Contractor, teaming partners, and/or subcontractors), who are current small businesses. The summary should include the Contractor's small business goals and if the Contractor is a large business, detail how the large business Contractor shall ensure that at least 20% of the BPA Call work, for each fiscal year, is performed by a small business in order to reach the socioeconomic goals established for this BPA.

The Contractor(s) small business methodology may be accomplished through their small business plan submitted under their Schedule 70 Contract. For a small business prime, this methodology should document their performance at 20% or more.   A yearly review shall be performed by the CO/COR across all BPA Calls to ensure compliance for that fiscal year.

All teaming and subcontracting arrangements shall be included as appendixes to the technical quote and provided as an individual .pdf attachment when submitted via email.

Contractors may demonstrate their participation in the GSA Mentor-Protégé Program, if applicable. Contractors shall provide a signed Mentor-Protégé award letter and, if applicable, a copy of their most recent Mentor-Protégé evaluation results from the GSA OSBU. Agreements approved by other agencies are not acceptable.

In order for participants of the GSA Mentor-Protégé Program (See SOW Section 14.0) to receive credit, the Contractor must be a:

1. Mentor and include at least one Protégé on the Contractor's team (defined as prime-subcontractor relationship, Schedules Contractor Teaming Arrangement, or other teaming arrangement); or
2. Protégé acting as a prime with or without their Mentor on the Contractor's team.

Quotes submitted, subject to the requirements above, will receive credit under this evaluation factor. Quotes submitted which do not meet items 1 or 2 preceding this paragraph, will receive no credit for participation in the GSA Mentor-Protégé Program under this evaluation factor.

A Contractor's participation in the GSA Mentor-Protégé Program will not automatically include or exclude a Contractor from a BPA award. The Government's goal is to establish at least one (1) of the BPA awards with a current participant in the GSA Mentor-Protégé Program; however, this goal is not guaranteed.

20.5   Oral Presentations

The Technical Evaluation Board (TEB) shall review and downsize the number of quotes to no more than twelve (12) of the most favorably evaluated quotes. The chosen Contractors, approximately six (6) large businesses and approximately six (6) small businesses, shall present oral presentations to GSA.

GSA anticipates notifying Contractors by Tuesday, March 13, 2012 whether they have been selected to present oral presentations. Presentations are anticipated to be held in Washington, D.C from Tuesday, March 20, 2012 to Thursday, March 22, 2012. Contractor personnel is limited to a maximum of ten (10) people at the presentation. PowerPoints are allowed and projectors will be provided. The proposed BPA Project Manager shall present the Contractor's presentation. Contractor presentations and all question and answers (Q&A) are limited to two (2) hours.

Contractors' presentations shall include a summary of their technical approach and teaming arrangements. The Government will request quote clarification when applicable. Oral presentations shall aid in the final scoring of Evaluation Factor 1: Technical Understanding.

21.0 Price Evaluation Factors and Evaluation Methodology

Price quotes should provide fixed labor hour rates per the BPA labor categories and descriptions offered in section 7.1 of this SOW. Every labor category in section 7.1 is a requirement for this BPA and shall have a corresponding labor category and price on the Contractor(s)'s current GSA Schedule 70 Contract. Contractor(s) may use any of their GSA Schedule 70 labor categories to represent more than one of the BPA labor categories, as long as the labor category is capable of performing the duties described and fulfills the requirements.

Prices shall be fixed for the duration of the BPA. The Contractor(s) shall submit pricing for each BPA labor category delineated by year, as outlined in Appendix B: The Price Quote Template. The Contractors hourly rates for all BPA labor categories shall be evaluated and compared, including any discounts offered by Contractors' off of their GSA Schedule 70 pricing, for best value to the Government.

Appendixes

Appendix A – Security Requirements

Contractor(s) entering into an agreement for services to the GSA and/or its Federal customers are subject to all GSA and Federal IT Security standards, policies, and reporting requirements. The Contractor(s) shall meet and comply with all GSA IT Security Policies and all applicable GSA and NIST standards and guidelines, other Government- wide laws and regulations for protection and security of IT.

Listing of References

For performance of activities under this SOW, the Contractor(s) shall follow and reference applicable security laws and regulations.

To comply with GSA Order, CIO 2100.1F, Contractor(s) who design, operate, test, maintain, and/or monitor GSA systems shall have, as a minimum, the National Agencies Check with Inquiries (NACI) investigation.

The standard installation, operation, maintenance, updates, and/or patching of software should not alter the configuration settings from the approved FDCC configuration. The information technology should also use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and uninstall.

Applications designed for end users should run in the standard user context without elevated system administration privileges.

The Contractor(s) should reference and comply with the following statutes and regulations (or current versions) regarding Information Technology Security. *(Please note that if a newer version of any of the following is in effect, that version supersedes the version listed below.)*

GSA CIO-IT Security Procedural Guides
- GSA CIO-IT Security-01-01, IT Security Procedural Guide: Password Generation & Protection
- GSA CIO-IT Security-01-02, IT Security Procedural Guide: Handling IT Security Incidents
- GSA CIO-IT Security-01-05, IT Security Procedural Guide: Developing a Configuration Management (CM) Plan
- GSA CIO-IT Security-01-07, IT Security Procedural Guide: Access Control
- GSA CIO-IT Security-01-08, IT Security Procedural Guide: Auditing and Monitoring
- GSA CIO-IT Security-02-15, IT Security Procedural Guide: Windows 2000 Professional Hardening

- GSA CIO-IT Security-02-16/17, IT Security Procedural Guide: Windows 2000 Server Hardening Guide Package
- GSA CIO-IT Security-02-18/19, IT Security Procedural Guide: Microsoft IIS 5.0 Server Hardening Guide Package
- GSA CIO-IT Security-02-20, IT Security Procedural Guide: Sun Solaris Server Hardening
- GSA CIO-IT Security-03-22, IT Security Procedural Guide: Windows XP Professional Hardening Guide Package
- GSA CIO-IT Security-03-23, IT Security Procedural Guide: Termination and Transfer
- GSA CIO-IT Security-04-24, IT Security Procedural Guide: Home User's Guide
- GSA CIO-IT Security-04-25, IT Security Procedural Guide: Windows 2003 Server Hardening Guide Package
- GSA CIO-IT Security-04-26, IT Security Procedural Guide: FISMA Implementation
- GSA CIO-IT Security-05-27, IT Security Procedural Guide: CISCO Router Hardening
- GSA CIO-IT Security-05-29, IT Security Procedural Guide: IT Security Training and Awareness Program
- GSA CIO-IT Security-06-29, IT Security Procedural Guide: GSA Contingency Plan Testing
- GSA CIO-IT Security-06-30, IT Security Procedural Guide: Managing Enterprise Risk (Security Categorization, Risk Assessment, & Assessment & Authorization)
- GSA CIO-IT Security-06-31, IT Security Procedural Guide: Firewall Change Request
- GSA CIO-IT Security, 06-32, IT Security Procedural Guide: Media Sanitization
- GSA CIO-IT Security-06-33, IT Security Procedural Guide: McAfee VirusScan 8.5i
- GSA CIO-IT Security 07-34, IT Security Procedural Guide: CISCO CallManager and Unity Hardening
- GSA CIO-IT Security-07-35, IT Security Procedural Guide: Web Application Security
- GSA CIO-IT Security-07-36, IT Security Procedural Guide: Bluetooth Security Hardening
- GSA CIO-IT Security-07-37, IT Security Procedural Guide: Citrix Presentation Server 4 Hardening
- GSA CIO-IT Security-07-38, IT Security Procedural Guide: Hardcopy Device Security
- GSA CIO-IT Security-08-39, IT Security Procedural Guide: FY 2010 IT Security Program Management Implementation Plan
- GSA CIO-IT Security-08-40, IT Security Procedural Guide: Lotus Domino Server Security Implementation
- GSA CIO-IT Security-08-41, IT Security Procedural Guide: Web Server Log Review
- GSA CIO-IT Security-08-42, IT Security Procedural Guide: VoIP Implementation Guide
- GSA CIO-IT Security-09-43, IT Security Procedural Guide: Key Management
- GSA CIO-IT Security-09-44, IT Security Procedural Guide: Plan of Action and Milestones (POA&M)
- GSA CIO-IT Security-09-45, IT Security Procedural Guide: Oracle Database Hardening (10g, 11g)
- GSA CIO-IT Security-09-47, IT Security Procedural Guide: Hardening Virtualized Server Environments

- GSA CIO-IT Security-09-48, Security Language for IT Acquisition Efforts
- GSA CIO-IT Security-09-49, IT Security Procedural Guide: SQL Server 2008 Database Hardening

Any system/application that does not have specific GSA hardening guidance should use guidance provided by the Center for Internet Security (CIS), National Security Agency (NSA), or the Defense Information Systems Agency (DISA). If additional guidance is not provided by these sources, best practices should be followed.

GSA PBS Order
- GSA PBS 3490.1A, Document security for sensitive but unclassified building information
- GSA PBS IT Security Language for IT Acquisition Efforts Guide

GSA Orders, Policy, and Standards
- GSA Order CPO 1878.1, GSA Privacy Act Program
- GSA Order CPO 1878.2, Conducting Privacy Impact Assessments (PIAs) in GSA
- GSA Order CIO P 2100.1F, GSA Information Technology (IT) Security Policy
- GSA Order CIO 2100.2A, GSA Wireless Local Area Network (LAN) Security
- GSA Order CIO 2100.3A, IT Security Training Requirement For Agency and Contractor Employees with Significant Security Responsibilities
- GSA Order CIO 2104.1, GSA Information Technology (IT) General Rules of Behavior
- GSA Order CIO 2105.1A, GSA Section 508: Managing Electronic and Information Technology for People with Disabilities
- GSA Order CIO 2106.1, GSA Social Media Policy
- GSA Order CIO 2110.2, GSA Enterprise Architecture Policy
- GSA Order CIO 2135.2B, GSA Information Technology (IT) Capital Planning and Investment Control
- GSA Order CSC 2140.1, Management of GSA's Total Web Presence
- GSA Order CIO 2140.3, System Development Life Cycle (SDLC) Policy
- GSA Order CIO 2160.2A, GSA Electronic Messaging Policy
- GSA Order CIO 2160.4, Provisioning of Information Technology (IT) Devices
- GSA Order CIO 2161.1A, Wireless Personal Digital Assistants (PDAs)
- GSA Order CIO 2180.1, Electronic Signatures to Contractually Obligate Funds
- GSA Order HCO 2180.1, GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
- GSA Order CIO P 2181.1, Homeland Security Presidential Directive-12 Personal Identity Verification and Credentialing
- GSA Order ADM P 9732.1C, Suitability and Personnel Security

A non-disclosure agreement (NDA) is required to be signed by all Contractors who are currently not under contract with GSA in order to access the above GSA policy and procedure documentation. The Contractor(s) should contact the Contracting Officer's Representative (COR) in order to obtain a copy of the NDA, which shall be signed and returned to the COR prior to being granted access to these documents.

Federal Laws, Regulation, and Policy

- Clinger-Cohen Act of 1996 (Public Law 104-106, Division E) (40 U.S.C. 1401(3))
- Federal Information Security Management Act (FISMA) of 2002 (H.R. 2458, Title III), E-Government Act of 2002
- Paperwork Reduction Act (PRA) of 1995 (44 U.S.C § 3506) (Public Law 104-13)
- Privacy Act of 1974 (5 U.S.C § 522a)
- Government Paperwork Elimination Act (GPEA) (Public Law 105-277)
- Government Accountability Office (GAO) GAO-09-232G
- Federal Information System Controls Audit Manual (FISCAM)
- Homeland Security Presidential Directive – 12: Policy for a Common Identification Standard for Federal Employees and Contractors

National Institute of Standards and Technology (NIST)

- Federal Desktop Core Configuration (FDCC)
- Federal Information Processing Standard (FIPS) Publication 140-2, Security Requirements for Cryptographic Modules
- Federal Information Processing Standard (FIPS) Publication 199, Standards for Security Categorization of Federal Information and Information Systems
- Federal Information Processing Standard (FIPS) Publication 200, Minimum Security Requirements for Federal Information and Information Systems
- Special Publication (SP) 800-18, Guide for Developing Security Plans for Federal Information Systems, Revision 1
- Special Publication (SP) 800-23, Guidelines to Federal Organizations on Security Assurance and Acquisition/Use of Tested/Evaluated Products
- Special Publication (SP) 800-30, Risk Management Guide for Information Technology Systems
- Special Publication (SP) 800-34, Contingency Planning Guide for Information Technology Systems
- Special Publication (SP) 800-37, Revision 1, Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach
- Special Publication (SP) 800-47, Security Guide for Interconnecting Information Technology Systems
- Special Publication (SP) 800-53, Revision 3, Recommended Security Controls for Federal Information Systems and Organizations
- Special Publication (SP) 800-53A, Guide for Assessing the Security Controls for Federal Information Systems
- Special Publication (SP) 800-57, Recommendation for Key Management – Part 2: Best Practices for Key Management Organization
- Special Publication (SP) 800-59, Guideline for Identifying an Information System as a National Security System
- Special Publication (SP) 800-60, Revision 1, Guide for Mapping Types of Information and Information Systems to Security Categories, Revision 1
- Special Publication (SP) 800-61, Revision 1, Computer Security Incident Handling Guide

- Special Publication (SP) 800-64, Revision 2, Security Considerations in the System Development Life Cycle, Revision 1
- Special Publication (SP) 800-65, Integrating IT Security into the Capital Planning and Investment Control Process
- Special Publication (SP) 800-70, National Checklist Program for IT Products – Guidelines for Checklist Users and Developers, Revision 1

Office of Management and Budget (OMB)

- Office of Management and Budget (OMB) Circular A-123, Management's Responsibility for Internal Control
- Office of Management and Budget (OMB) Circular A-127, Revised, Financial Management Systems
- Office of Management and Budget (OMB) Circular A-130, Revised, Transmittal Memorandum No. 4, Management of Federal Information Resources
- Office of Management and Budget (OMB) M-05-23, Memorandum for Chief Information Officers, Improving Information Technology (IT) Project Planning and Execution
- Office of Management and Budget (OMB) M-06-16, Protection of Sensitive Agency Information
- Office of Management and Budget (OMB) M-07-11, Implementation of Commonly Accepted Security Configurations for Windows Operating Systems
- Office of Management and Budget (OMB) M-04-04, E-Authentication Guidance

GSA PBS Security Deliverables Schedule

The following list is comprised of deliverables, which shall satisfy Federal IT Security requirements for GSA PBS. If the information system is operating outside of the GSA network, the Contractor(s) is responsible for providing all deliverables. If the information system shall be operated on the GSA network, the COR shall be responsible for consulting with PBS IT Security prior to publishing the RFP to determine which security controls are fully satisfied by GSA and which deliverables listed shall still be provided by the Contractor(s) to ensure all system specific security controls are appropriately addressed.

The "Due Dates" listed below identify the timeframes within which the deliverable shall be provided relative to the A&A kickoff date. The "Update Frequency" identifies the recurrence timeframes for when the deliverable shall be updated and submitted for validation. Specific dates shall be assigned for each deliverable by GSA PBS after the BPA is established.

Security Deliverables Schedule		
Deliverable	Due Date	Update Frequency
System Inventory – Process, Store and Transmit GSA Data	30 days	NA
Network Diagrams	30 days	NA
Information System Documentation – Admin / User / Installation	30 days	NA
Information System Interconnection Agreements	30 days	Annually

Security Deliverables Schedule		
Deliverable	Due Date	Update Frequency
Rules of Behavior	30 days	Annually
Separation of Duties Matrix	30 days	Annually
System(s) Baseline Configuration Standard Document	30 days	Annually
System Configuration Settings	30 days	Annually
System Maintenance Agreements	45 days	NA
Access Control Policy and Procedures	45 days	Biennially
Audit and Accountability Policy and Procedures	45 days	Biennially
Identification and Authentication Policy and Procedures	45 days	Biennially
Configuration Management Policy and Procedures	45 days	Biennially
Contingency Planning Policy and Procedures	45 days	Biennially
Key Management Policy	45 days	Biennially
Incident Response Policy and Procedures	45 days	Biennially
Media Protection Policy and Procedures	45 days	Biennially
Personnel Security Policy and Procedures	45 days	Biennially
Physical and Environmental Policy and Procedures	45 days	Biennially
Risk Assessment Policy and Procedures	45 days	Biennially
Security Assessment and Authorization Policy and Procedures	45 days	Biennially
Security Awareness and Training Policy and Procedures	45 days	Biennially
Security Planning Policy and Procedures	45 days	Biennially
System and Communication Protection Policy and Procedures	45 days	Biennially
System and Information Integrity Policy and Procedures	45 days	Biennially
System and Services Acquisition Policy and Procedures	45 days	Biennially
System Maintenance Policy and Procedures	45 days	Biennially
Information Security Awareness and Training Records	45 days	Annually
Contingency Plan	45 days	Annually
Personnel Screening and Security	45 days	Annually
Results of Physical Security User Certification / Authorization Review	45 days	Annually
Results of Review of Physical Access Records	45 days	Annually
Configuration Management Plan	45 days	Annually
Plan of Action & Milestones	60 days	Quarterly
Vulnerability Scanning	60 days	Quarterly
Contingency Plan Test Report	60 days	Annually
Incident Response Test Report	60 days	Annually
System Security Plan	60 days	Annually
User Certification / Authorization Review Documents	60 days	Annually
Annual FISMA Assessment	90 days	Annually

Appendix B – The Price Quote Template

BPA's Labor Category	Contractor's GSA Schedule 70 Corresponding Labor Category	Year 1 Fixed Hourly Rate	Year 2 Fixed Hourly Rate	Year 3 Fixed Hourly Rate	Year 4 Fixed Hourly Rate	Year 5 Fixed Hourly Rate
Database Analyst/Programmer		$	$	$	$	$
Documentation Specialist/ Technical Writer		$	$	$	$	$
Network Engineer		$	$	$	$	$
Program Manager		$	$	$	$	$
Project Manager		$	$	$	$	$
Quality Assurance/ Configuration Analyst		$	$	$	$	$
Security Analyst		$	$	$	$	$
Subject Matter Expert		$	$	$	$	$
Systems Architect		$	$	$	$	$
Systems Engineer		$	$	$	$	$
Technical Specialist		$	$	$	$	$
Web Developer		$	$	$	$	$

Appendix C – EQP Documents

Appendix C, attached separately through a zip file, contains the fifteen (15) GSA, PBS documents regarding EQP. These documents correspond to SOW Section 12.1 PBS Enterprise Quality Program (EQP).